



occupied Palestinian territory

emergency appeal 2018



2018 oPt
emergency appeal

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About UNRWA

UNRWA is a United Nations agency established by the General Assembly in 1949 and mandated to provide assistance and protection to some 5 million registered Palestine refugees. Its mission is to help Palestine refugees in Jordan, Lebanon, Syria, West Bank and the Gaza Strip achieve their full human development potential, pending a just and lasting solution to their plight. UNRWA services encompass education, health care, relief and social services, camp infrastructure and improvement, protection and microfinance. The Agency is funded almost entirely by voluntary contributions.

About Emergency Appeals

This Emergency Appeal outlines the United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) programmatic response to humanitarian needs in the occupied Palestinian territory in 2018. The programmes and associated budget are separate from the Agency's regular requirements, which support core services provided by the Agency.

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Cover Photo: Like so many in Gaza, a Palestine refugee in Beach refugee camp, western Gaza City, uses the only means at her disposal to cook, wash clothes and heat her home. © 2017 UNRWA Photo by Tamer Hamam



foreword by the commissioner-general

The Gaza Strip and West Bank, including East Jerusalem, have endured five decades under Israeli occupation. With no personal or political horizon to speak of, hope, resolve and opportunity – so desperately needed in this intolerable situation – are constantly at risk. For this generation of Palestine refugees who have come of age in the Oslo era, while experiencing the denial of rights and dignity, they have little reason to put their faith in diplomacy and the politics of moderation.

Ongoing occupation in the West Bank, including East Jerusalem, means that Palestine refugees continue to face forced displacement and home demolitions, curtailment of their freedom of movement, and lack of economic opportunities or the ability to feed their families without receiving some assistance from the international community. On average, Israeli security forces mount two incursions into refugee camps every day. Children are faced with insecurity in schools, causing deep psychological trauma and denying them a safe space to access education.

One decade after its imposition, the blockade in Gaza has driven the vast majority of Palestine refugees to depend on humanitarian aid to simply survive. In a territory with astronomical poverty rates and where electricity and clean water are scarce, we are currently providing food and other humanitarian assistance to over 1 million Palestine refugees.

The Agency's 2018 oPt Emergency Appeal is a direct reflection of the humanitarian consequences of the unresolved conflict.

Emergency assistance provided by the Agency plays a key role in meeting the most urgent, essential needs of Palestine refugees. In turn, it also contributes to maintaining stability in an insecure, volatile region.

UNRWA would like to acknowledge the generous support from its many donors that have allowed the Agency to extend vital emergency assistance to Palestine refugees throughout the occupied Palestinian territory. However, low levels of funding received for the 2017 Appeal have meant that some critical activities were not implemented, further impacting on Palestine refugees' living standards and coping capacities.

Supporting the UNRWA Emergency Appeal is not a substitute for an urgently needed political solution to the underlying conflict. It is, however, fundamental to sustaining the dignity and resilience inherent in the Palestine refugee community in the occupied Palestinian territory.

I urge donors to support this Appeal generously.

Pierre Krähenbühl

UNRWA Commissioner-General

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acronyms and abbreviations

CfW	Cash-for-Work	oPt	occupied Palestinian territory
CBOs	Community-based organizations	OSO	Operations Support Office
CG	Commissioner-General	OSOs	Operations Support Officers
CMHP	Community Mental Health Programme	PAS	Poverty assessment survey
CSC	Camp Service Committees	PCBS	Palestinian Central Bureau of Statistics
DCG	Deputy Commissioner-General	PHC	Primary health care
DES	Designated emergency shelters	PMTF	Proxy-means test formula
EA	Emergency Appeal	RBM	Results-based monitoring
EiE	Education in Emergencies	SEFSec	Socioeconomic Food Security Survey
ERCD	External Relations and Communications Department	SIMS	Security Information Management System
GFO	Gaza Field Office	SOPs	Standard operating procedures
GBV	Gender-based violence	SFW	Summer Fun Weeks
GRM	Gaza Reconstruction Mechanism	TSCA	Transitional shelter cash assistance
HCs	Health centres	UNCT	United Nations Country Team
HPC	Humanitarian programme cycle	UNDP	United Nations Development Programme
IHL	International humanitarian law	UNDSS	United Nations Department of Security and Safety
IHRL	International human rights law	UNRWA	United Nations Relief and Works Agency for Palestine Refugees in the Near East
IHRS	International human rights system	US\$	United States Dollar
IMF	International Monetary Fund	WASH	Water, sanitation and hygiene
ISF	Israeli security forces	WBFO	West Bank Field Office
NFI	Non-food items	WFP	World Food Programme
OCHA	United Nations Office for the Coordination of Humanitarian Affairs		

executive summary

In 2017, Palestine refugees across the oPt continued to face Israeli occupation, repeated violations of human rights and high levels of violence, with individual, familial and community resilience stretched to the limit. In Gaza, the political and security situation remains volatile as the land, air and sea blockade entered its eleventh year. With employment opportunities stifled by the blockade – the unemployment rate remains among the highest worldwide – almost 1 million Palestine refugees are dependent on emergency food assistance, a tenfold increase on the 100,000 that required such support in 2000. Three and a half years on from the 2014 hostilities, which caused unprecedented destruction and loss of life, thousands of Palestine refugee families remain displaced and repairs to tens of thousands of homes have yet to be completed.

The situation in the West Bank, including East Jerusalem, remains fragile. Palestine refugees continue to experience difficult socioeconomic conditions rooted in occupation-related policies and practices imposed by the Israeli authorities. In addition to continued movement and access restrictions and shelter demolitions under a restrictive and discriminatory planning regime, Palestine refugees in the West Bank experience high levels of food insecurity. The lack of progress on the political track, coupled with the continued expansion of Israeli settlements, only add to this burden.

In 2017, US\$ 402 million was required to cover the cost of emergency interventions in the oPt; however, as of 31 October, only US\$ 138 million had been pledged, corresponding to 34.3 per cent of the total financial requirements. UNRWA would like to acknowledge the continued and generous support from its many donors that have allowed the Agency to provide emergency assistance to Gaza and the West Bank since the outbreak of the second intifada in 2000. Within a global environment characterised by increasing humanitarian need and competing demands on resources, UNRWA may

continue to face challenges in raising funds for emergency interventions in 2018 that could translate into: (i) reduced food assistance and/or Cash-for-Work (CfW) opportunities, leading to increased food insecurity levels; (ii) diminished access to psychosocial support that would further stretch Palestine refugee resilience and well-being; and/or (iii) diminished protective support for the most vulnerable, including women, persons with disabilities, and survivors of home demolitions and evictions. Emergency assistance provided by UNRWA constitutes the minimum support necessary to meet the critical needs of Palestine refugees. A reduction in such support could have a destabilising effect on the oPt. The humanitarian problems faced by Palestine refugees today must be addressed as a matter of shared international responsibility, pending a just and durable solution to the Israeli-Palestinian conflict, including the Palestine refugee question, in accordance with international law and relevant General Assembly resolutions.

The 2018 EA addresses the priority humanitarian needs of Palestine refugees in Gaza and the West Bank. It is guided by the following four strategic priorities:

Strategic Priority 1: Crisis-affected Palestine refugee households facing acute shocks have increased economic access to food through food aid / food vouchers, cash assistance and CfW.

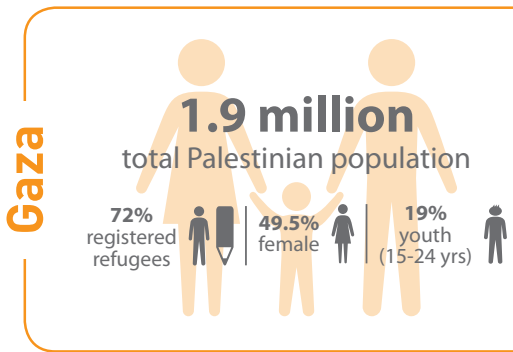
Strategic Priority 2: Palestine refugees enjoy their rights to critical services and assistance including education; health; water, sanitation and hygiene (WASH); and shelter repair.

Strategic Priority 3: Palestine refugees are protected from the effects of the conflict and violence, through the provision of mental health and psychosocial assistance and awareness-raising.

Strategic Priority 4: Effective management and coordination of the emergency response is ensured to improve the effectiveness, efficiency and neutrality of programme delivery.



2018 oPt emergency appeal



924,310 Palestine refugees are dependent on UNRWA emergency food assistance



526,856 refugees live below the abject-poverty line



47.2% unemployment rate among refugees

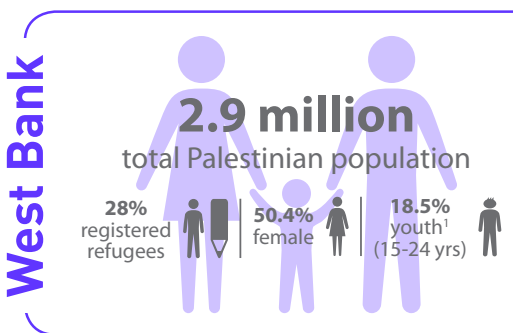


55,100 refugee families in need of shelter assistance



81,500 children suffering psychological trauma require specialized psychosocial support

funding requirements
US\$ 354 million



255,000 Palestine refugees are food insecure



22.7% refugee unemployment rate



46 Bedouin communities requiring mental health and psychosocial support



51 communities face significant obstacles accessing health services

funding requirements
US\$ 44 million

total funding requirements: US\$ 398,806,944

programme requirements	gaza	west bank	unrwa hq	subtotal
strategic priority 1				
emergency food assistance	96,326,224	22,413,972		203,311,070 (51%)
emergency cash-for-work	71,199,123	13,171,751		
livelihoods	200,000			
strategic priority 2				
emergency health/mobile health clinics	5,500,000	1,427,052		162,193,334 (41%)
education in emergencies	5,000,000			
emergency environmental health	5,400,000			
transitional shelter cash assistance	6,500,000			
emergency shelter repair and NFIs	138,366,282			
strategic priority 3				
community mental health	9,500,936	458,315		16,384,250 (4%)
protection	500,000	1,924,999		
gaza summer fun weeks (SFWs)	4,000,000			
strategic priority 4				
coordination and management	7,693,247	630,440	687,210	16,918,290 (4%)
neutrality	2,075,700	3,744,154		
emergency preparedness	70,000	198,400		
safety and security	1,819,139			
total	354,150,651	43,969,083	687,210	398,806,944

All figures in US\$

¹ Of total registered people in West Bank, including East Jerusalem.

context and needs analysis

Socioeconomic Crisis¹ in Gaza

In Gaza, Palestine refugees face a socioeconomic crisis that sees them in a state of de-development.² This is a direct consequence of the restricted movement of people and goods due to the blockade – considered illegal under international law as a form of collective punishment – and restricted entry at the Rafah border crossing as well as the decade-old political divide, the effects of which have been compounded through: (i) a 30-50 per cent reduction in State of Palestine salaries, directly affecting approximately 62,000 Gaza-based civil servants, their families and the general economy; and (ii) an energy crisis that hinders the delivery and availability of essential services and severely undermines economic activity. The impact of the recent energy crisis in Gaza has been considerable as seen through: (a) recent reports that 47 per cent of businesses in Gaza rely on gasoline or diesel-based generators to meet 42 per cent of their energy needs, resulting in an estimated five-fold increase in utility tariffs;³ (b) crop production (irrigation) costs that have increased by 40 per cent with a knock-on effect on food prices that has yet to be fully felt;⁴ (c) the flow of wastewater (sewage) directly into the Mediterranean Sea;⁵ (d) a decrease in the production of clean water from 103,000 litres/month in January to 43,000 litres/month in August, leaving the population with only 54 litres of potable water per capita per day against the recommended 100 litres per day;⁶ and (e) reduced health services.⁷ Together, these factors have resulted in an increased number of Palestine refugees that require UNRWA food assistance.⁸

In October 2017, Hamas and Fatah signed a landmark reconciliation deal, a key step towards ending a decade-long political rift between the two Palestinian factions. This agreement was to have seen administrative control of the Gaza Strip handed over to a Government of National Consensus in December 2017, however, very limited progress has been made in this regard, fuelling scepticism as to the viability of the reconciliation process. In addition, multiple issues await resolution, including security, rule of law and civil service reform; the resumption of electricity supplies; and the restoration of State of Palestine salaries and humanitarian access. In light of the aforementioned, it may be some time before Palestine refugees in Gaza see meaningful improvement.

According to the Palestinian Central Bureau of Statistics (PCBS), unemployment in Gaza stood at 46.6 per cent during the third quarter of 2017, the highest reported unemployment rate since the 2014 hostilities. Unemployment remains higher for women (71.0 per cent) and youth aged 15-29 years (64.9 per cent) than for men (39.3 per cent). These figures should also be contrasted against a rising trend in part-time, seasonal and casual private sector employment (8.2 per cent in Gaza against 0.1 per cent in the West Bank) and an average duration of unemployment standing at 19.4 months.⁹ During the second

quarter of the year, real GDP (US\$ 481 million) remained relatively unchanged from the second quarter of 2016 (US\$ 480 million), while real GDP per capita (US\$ 248.70) decreased by 2.8 per cent, year on year.¹⁰ A moderate uplift in economic activity in 2016 proved temporary as it was linked to one-off reconstruction activities. The economic forecast for 2018 is not promising, with the IMF predicting that “average incomes will remain stagnant and unemployment will continue to rise. Even this outlook is clouded by possible lower donor support and slower than desirable reconstruction of Gaza.”¹¹

The reconstruction and repair of private shelters affected by the 2014 hostilities continued to proceed at a slow pace. According to UNRWA caseloads in August 2017, 4,400 Palestine refugee homes await reconstruction, while a further 2,000 and 47,000 homes require major and minor repairs, respectively.¹² The residual psychosocial impact of the 2014 hostilities, compounded by socioeconomic factors associated with the blockade, political uncertainty and the recent energy crisis, have had significant repercussions on the resilience and coping mechanisms of Palestine refugees in Gaza. Mental health concerns and psychosocial difficulties feature prominently across the population, as manifested in stress-related symptoms, depression, anxiety, and difficulties at school and within homes.¹³

West Bank¹⁴

The impact of the Israeli military occupation of the West Bank, including East Jerusalem, continues to be felt on a daily basis by Palestine refugees. The expansion of Israeli settlements, the West Bank Barrier within the oPt, and the associated permit regime are illegal under international law¹⁵ and contribute to restrictions on Palestinian movement that exacerbate food insecurity and limit access to markets, livelihood opportunities and essential services, including education and primary health care (PHC).

Throughout 2017, the Israeli authorities continued to advance plans for the transfer of 46 Bedouin communities, where the majority are Palestine refugees, from the West Bank to three centralised townships. These relocation sites have been rejected by Bedouin communities as unsuitable as they provide insufficient grazing land to maintain their traditional lifestyles, among other issues. Threatened and actual demolitions of private property pose imminent concerns, especially for the Bedouin communities of Khan al-Ahmar-Abu Helu, who live in areas designated for the expansion of the Ma’ale Adumin settlement bloc and the E-1 settlement area,¹⁶ and contribute to a coercive environment, exacerbating concerns that these communities will be forced to leave their homes. This is contrary to the prohibition of forcible transfer under international law and results in other possible violations of international humanitarian law (IHL)

and international human rights law (IHRL). In February 2017, the Israeli authorities issued 44 stop-work orders within the community of Khan al-Ahmar-Abu Helu, directives that were subsequently converted into demolition orders, threatening the community with mass demolition should these directives be acted upon.¹⁷ Coupled with considerable frustration, these Bedouin communities run a very high risk of mental health issues, making the need for structured psychosocial activities more pronounced.¹⁸

As a result of the Barrier and the imposition of multiple checkpoints, Palestine refugees in the West Bank, particularly those residing in Area C and the 'Seam Zone' (occupied land of the West Bank that is located between the Green Line and the Barrier) continue to be affected by movement and access restrictions, most notably with regard to accessing PHC. Communities located in Area C, constituting up to 60 per cent of the total area of the West Bank, are under full security and administrative control by Israel as the occupying power. With most of these areas lacking PHC facilities, residents must travel long distances, sometimes through checkpoints and roads in close proximity to settlements, to access health services. This has left thousands of refugees dependent on mobile health services.¹⁹ Movement restrictions also prevent Agency staff from accessing the UNRWA compound in Jerusalem and adversely affect the provision of humanitarian assistance. Between January and September 2017, 237 incidents related to delayed or denied access at checkpoints were reported by Agency staff, resulting in the loss of 1,241 work-day equivalents.

During the first three quarters of 2017, 13 Palestine refugees, including five children, had been killed by the Israeli security

forces (ISF) in and around camps, while a further 136 refugees inside refugee camps, including 25 children, were injured. Of this number, 70 were injured by live ammunition. Provided that this trend continues through the end of 2017, these numbers would represent a decrease against the 31 Palestine refugee deaths and 376 Palestine refugee injuries (including 163 injuries caused by live ammunition) recorded in 2016. Military incursions and search-and-arrest operations (581 in total) resulted in casualties, injuries, damage and/or detentions that were often linked to the widespread use of live ammunition, tear gas and other crowd-control devices. During the period, January through September 2017, 229 Palestinian-owned structures were demolished by the Israeli authorities, 46 of which belonged to Palestine refugees. Of the 564 people who were displaced, 242 were refugees.²⁰

The occupation continues to negatively affect socioeconomic conditions in the West Bank, with Palestine refugees often bearing the brunt. By the end of the third quarter of 2017, unemployment rates remained higher for Palestine refugees (22.7 per cent) compared to non-refugees (19.2 per cent) and for women (34 per cent) in comparison with men (16 per cent). The joblessness rate for those living in Palestine refugee camps was 20.9 per cent, with these comparatively lower rates being explained by lower labour force participation at the camp level.²¹ Food insecurity for Palestine refugees in the West Bank rests at 15.1 per cent, in comparison with 11.9 per cent for non-refugee households, with those in camps particularly affected (24.4 per cent).²² As at the end of 2016, Bedouin and herder communities maintained a level of food insecurity that reached 61 per cent for refugees and 54 per cent for non-refugees.²³

Gender and Youth

The protracted humanitarian emergency in the oPt, while affecting all Palestinians, leaves Palestinian women, including refugees, particularly vulnerable due to sociocultural norms that increase the risk of abuse, including gender-based violence (GBV) and exploitation. Similar to the situation of women, Palestine refugee youth,²⁴ especially female youth and girls, face heightened vulnerabilities, given limited sociopolitical and economic opportunities. The failure to effectively respond to the needs of women and youth in the oPt will perpetuate cycles of deprivation and poverty and could have destabilising social effects, negatively affecting economic growth and security. UNRWA recognises the special vulnerability of women and youth in humanitarian situations and has made a series of commitments throughout this document to mitigate the vulnerabilities faced by these groups.

planning scenario: assumptions

Gaza-Specific Planning Assumptions

- Gaza will remain under blockade and restrictions on the free movement of people and goods will continue. Temporary or limited relaxations of the blockade will not be sufficient to result in meaningful economic recovery. The Gaza Reconstruction Mechanism (GRM) will continue to facilitate the entry of construction materials into Gaza; however, funding constraints will be the primary obstacle to the reconstruction of Palestine refugee homes. Restrictions will continue to make it difficult for Palestinians requiring urgent medical treatment outside the Gaza Strip to travel.
- No significant economic recovery in Gaza will take place; unemployment will remain high, especially for youth and women; and economic access to food will remain limited. The number of Palestine refugees eligible for food assistance will increase with downward movement of assessed refugees from the ranks of absolute poor to the abject poor.
- The energy crisis and issues affecting State of Palestine employees will continue, translating into increased pressure on UNRWA to deliver assistance and services, especially in the health and education sectors, with an increasing number of patients and students.
- The political situation will remain unstable. The creation of a national unity government between Fatah and Hamas, provided that it proceeds, will require a considerable amount of time to stabilise. The organization of legislative and presidential elections will necessitate further time and negotiated agreements in order to proceed.
- Weak infrastructure, coupled with the energy crisis, will heighten environmental degradation, water shortages and waste management gaps. If not urgently addressed, the deterioration will be irreversible, rendering Gaza unliveable.
- IHL and IHRL protection concerns will continue to affect Palestine refugees.
- UNRWA will receive sufficient funds, allowing the Agency to implement its emergency interventions within Gaza, as planned.

West-Bank-Specific Planning Assumptions

- Israeli-imposed access and movement restrictions in the West Bank will continue to disrupt all aspects of Palestinian life by limiting the interchange of people, goods and services and contributing to unemployment, poverty and food insecurity. Refugees, especially those living in the 19 West Bank refugee camps, will be particularly affected by higher levels of food insecurity and unemployment.
- The expansion of Israeli settlements; Palestinian displacement under a restrictive and discriminatory planning regime; and the risk of forcible transfer of Bedouin communities in Area C, contrary to international law, will require continued humanitarian and protection interventions. Palestine refugees in Area C will continue to face challenges due to restricted access to livelihood opportunities and basic services, including health care. Bedouin and herder communities, whose traditional way of life is threatened, will remain isolated and vulnerable.
- The high number of protection threats to Palestine refugees related to the Israeli occupation – including threats to the rights to life, liberty, security, health and adequate housing, as well as the risk of forced displacement, dispossession and damage to private property – is expected to increase, affecting the daily lives of Palestine refugees in the West Bank. This will result in continuing demand for emergency assistance from UNRWA.
- Local community cooperation, most notably through Camp Service Committees (CSCs), will play a crucial role in facilitating continuous UNRWA operations in the camps.
- The Israeli permit regime will continue to affect UNRWA staff members' ability to perform their duties.
- UNRWA will receive sufficient funds, allowing the Agency to implement its emergency interventions within the West Bank, as planned.

programme requirements

programme requirements	gaza	west bank	unrwa hq	subtotal
strategic priority 1: crisis-affected palestine refugee households facing acute shocks have increased economic access to food				
emergency food assistance	96,326,224 ²⁵	22,413,972 ²⁶	-	118,740,196
emergency cash-for-work	71,199,123	13,171,751	-	84,370,874
livelihoods	200,000	-	-	200,000
subtotal	167,725,347	35,585,723	-	203,311,070
strategic priority 2: palestine refugees enjoy their rights to critical services and assistance				
emergency health/ mobile health clinics	5,500,000 ²⁷	1,427,052	-	6,927,052
education in emergencies	5,000,000	-	-	5,000,000
emergency environmental health	5,400,000 ²⁸	-	-	5,400,000
transitional shelter cash assistance	6,500,000	-	-	6,500,000
emergency shelter repair and NFIs	138,366,282 ²⁹	-	-	138,366,282
subtotal	160,766,282	1,427,052	-	162,193,334
strategic priority 3: palestine refugees are protected from the effects of the conflict and violence				
community mental health	9,500,936	458,315	-	9,959,251
protection	500,000	1,924,999	-	2,424,999
gaza summer fun weeks	4,000,000	-	-	4,000,000
subtotal	14,000,936	2,383,314	-	16,384,250
strategic priority 4: effective management and coordination of emergency response is ensured				
coordination and management	7,693,247 ³⁰	630,440	687,210	9,209,297
neutrality	2,075,700	3,744,154	-	5,819,854
emergency preparedness	70,000	198,400	-	70,000
safety and security	1,819,139	-	-	1,819,139
subtotal	11,658,086	4,572,994	687,210	16,918,290
grand total	354,150,651	43,969,083	687,210	398,806,944

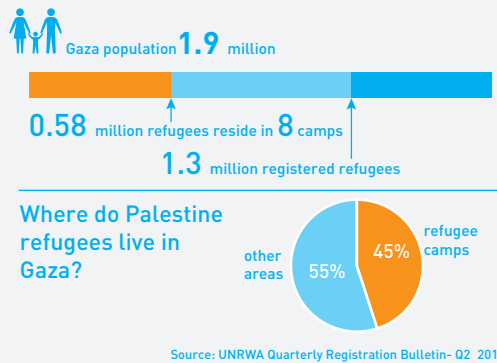
gaza: overview

UNRWA Gaza – 50 years of Occupation

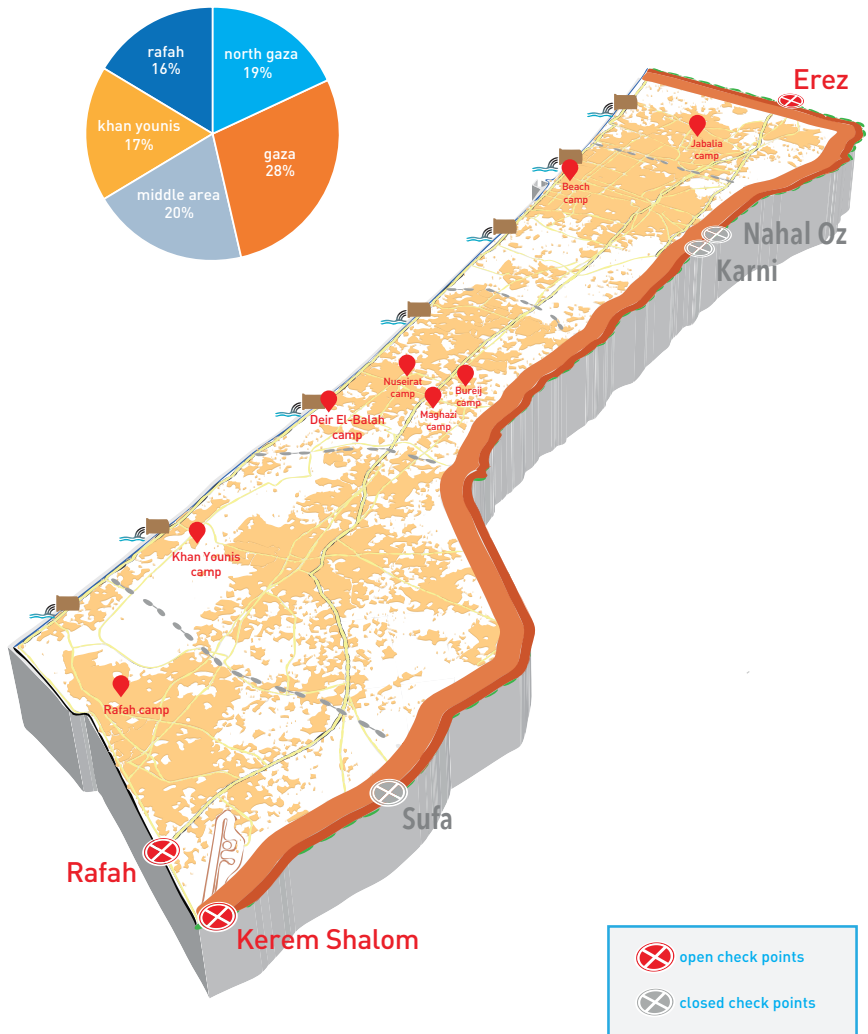
October 2017



KEY FACTS ON REFUGEES



Refugee distribution



FOOD SECURITY

41% of refugees are food insecure vs 35.9% of non-refugees

Source: Food security cluster

UNEMPLOYMENT

46.6% unemployment rate in Gaza

47.2% refugee unemployment rate vs. 45.4% for non-refugees and 49.9% for refugees in camps

Source: PCBS labour force survey Q3 2017

REPAIR & RECONSTRUCTION

55,100 refugee families in need of shelter assistance

2,500 families continue to be displaced

Source: UNRWA, October 2017

ELECTRICITY SHORTAGE

16-20 hours of scheduled electricity outages are implemented across Gaza per day

Source: OCHA, Humanitarian Impact of the Gaza electricity crisis, May 2017

WATER POLLUTION



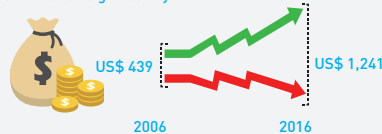
More than 100,000 cubic meters of raw sewage or poorly treated effluent discharged into the sea daily

Potable water quantity decreased from 90 litres/capita/day to 50-40 litres/capita/day

Source: OCHA, Humanitarian Impact of the Gaza electricity crisis, May 2017

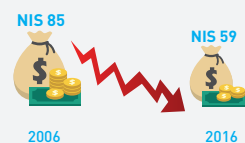
REAL GDP PER CAPITA

- In the last 20 years (2016-1996), Gaza real GDP per capita has contracted by %15. Real GDP per person per day in Gaza is less than half than the West Bank (approximately US\$ 2.8 versus US\$ 6.2)
- Since 2006 the gap between Gaza/West Bank economies has widened significantly



REAL WAGES

- Average real wages in 2016 remained 30% below the 2006 level
- Low wages and high prices have pulled workers' purchasing power down



Source: PCBS/UNRWA

gaza: sector-specific interventions

A Palestine refugee receives food assistance at the UNRWA Jabalia distribution centre. © 2017 UNRWA Photo by Tamer Hamam

strategic priority 1

crisis-affected palestine refugee households facing acute shocks have increased economic access to food

emergency food assistance

to meet the food requirements of
924,310
 food-insecure refugees including
 526,856 abject poor
 397,454 absolute poor

emergency cash-for-work

to provide temporary employment opportunities for
54,121
 Palestine refugees

support for resilient livelihoods

to create income opportunities for
250
 self-employed Palestine refugee women

Gender and Youth Commitment

UNRWA is committed to ensuring that gender equality and youth empowerment are mainstreamed throughout its emergency operations.³¹ To this end, the Agency will actively seek to provide women and youth with employment opportunities, removing barriers in fields traditionally defined as being reserved for 'men-only'. Progress towards this commitment will be measured through the following indicators:

- (i) Percentage of skilled CfW contracts awarded to women (target: 40 per cent);
- (ii) Percentage of non-skilled CfW contracts awarded to women (target: 20 per cent);
- (iii) Number of self-employment opportunities for skilled women created through Sulafa (target: 250); and
- (iv) Percentage of skilled CfW contracts awarded to youth (target: 40 per cent).

Emergency Food Assistance

Outcome: The severity of refugee food insecurity is tempered.

Output	Indicator	Target
Refugee households living in poverty meet their most basic food requirements.	Number of refugees living beneath the abject-poverty line of US\$ 1.74 per person per day who receive emergency food assistance	526,856 (262,413 female, 264,443 male)
	Number of refugees living between the abject-poverty line of US\$ 1.74 per person per day and the absolute-poverty line of US\$ 3.87 per person per day who receive emergency food assistance	397,454 (198,027 female, 199,427 male)
	Percentage of caloric needs for the abject poor that are met through food distributions	80%
	Percentage of caloric needs for the absolute poor that are met through food distributions	43%

To address food insecurity in Gaza, UNRWA will provide emergency assistance to 924,310 Palestine refugees who lack the financial means to cover their basic food needs, including 460,440 women and 19,566 female-headed households.³² A total of 526,856 refugees living below the abject-poverty line of US\$ 1.74 per person per day will receive quarterly food parcels providing 1,675 kcal per person per day, equivalent to 80 per cent of a person's daily caloric requirements. A further 397,454 refugees living between the abject poverty line and the absolute poverty line of US\$ 3.87 per person per day will receive 902 kcal per person per day, equivalent to approximately 43 per cent of their daily caloric needs. Eligibility for emergency food assistance is determined through the results of a poverty assessment survey (PAS), conducted through home visits by Agency social workers. This system captures essential household characteristics such as age, gender, housing conditions, household composition, asset ownership and employment status. It also takes into account more vulnerable populations that may not be able to access emergency food assistance through regular channels, such as wives in polygamous marriages and divorced, separated or abandoned women. All Palestine refugees who are eligible for

emergency food assistance receive food baskets containing flour, rice, sugar, sunflower oil, whole milk, chickpeas, lentils and canned sardines.

In 2016, UNRWA transitioned from the provision of in-kind food assistance to a cash-based transfer approach in Jordan, Lebanon and the West Bank. Regarded as a more effective way to extend basic assistance, this new distribution modality provides recipients with greater freedom of choice and access to a wider range of healthy food options and reduces administrative and distribution costs associated with the delivery of in-kind assistance. The provision of voucher or cash assistance may not be viable in Gaza as, based on external factors, prices for basic foodstuffs on the local market are prone to considerable fluctuation. In addition, the provision of in-kind food assistance in Gaza allows the Agency to maintain a large-scale food pipeline that acts as a lifeline during an emergency. In order to further internal understanding of these issues, in 2018, the Agency will undertake a humanitarian stabilisation study to review the appropriateness of the cash-based transfer approach for use in Gaza.

Emergency Cash-for-Work

Outcome: The severity of refugee food insecurity is tempered.		
Output	Indicator	Target
Palestine refugees earn wages to cover their basic food needs.	Number of workdays generated	5,536,232
	Number of full-time equivalents created	19,223
	Number of refugees benefiting from short-term CfW	54,121 (13,839 female, 40,282 male)
	Total value provided to CfW beneficiaries	US\$ 63,678,628

CfW aims to ensure that poor refugee households are able to cover basic needs. In this regard, UNRWA will offer short-term CfW employment opportunities to 54,121 Palestine refugees, for a total of 5,536,232 workdays that will inject more than US\$ 63 million into refugee households, while generating 19,223 full-time equivalent jobs over the course of 2018. An estimated 313,897 additional dependents will benefit indirectly. The Agency aims to provide 40 per cent of skilled CfW opportunities to women and 40 per cent of all CfW opportunities to youth, with priority being given to the most vulnerable. In response to community feedback and lessons learned from previous experiences, UNRWA will continue its efforts to ensure that contracts – particularly unskilled

positions that are generally perceived as conforming to male roles – are more accessible to women. CfW positions will be based in a number of locations throughout Gaza, including partner community-based organizations (CBOs), non-governmental organizations, local utility companies, service providers and UNRWA installations. The Agency will identify placements that have high community impact, such as in economically deprived areas, so as to play a role in revitalising local public infrastructure and facilities. By injecting cash into the economy, this intervention will contribute to the mitigation of poverty through a temporary reduction in unemployment.

Support for Resilient Livelihoods

Outcome: The resilience and self-reliance of vulnerable groups, including vulnerable women, is enhanced.		
Output	Indicator	Target
Support is extended to CBOs that assist vulnerable groups.	Number of official partnerships in support of vulnerable groups	14
	Number of refugees with disabilities supported	6,344 (2,868 female, 3,476 male)
	Number of refugees supported through UNRWA Women's Programme Centres	5,789 (4,704 female, 985 male)

The Palestinian Ministry of Social Development estimates there are over 49,000 persons with disabilities in Gaza (2.4 per cent of the population), a third of them children.³³ In an effort to promote self-reliance and resilience for vulnerable and marginalized groups, including persons with disabilities, UNRWA will partner with seven CBOs dedicated to community-based rehabilitation through the social integration of persons with disabilities and the provision of equal opportunities. The Agency will also support livelihood opportunities for women, who are disproportionately affected by unemployment in Gaza. To this end, the Sulafa Embroidery Centre, a household name in Gaza for quality embroidered goods, will provide a sustainable income for 250 Palestine refugee women while ensuring that a traditional art form is kept alive. Sulafa ensures that opportunities

are available for women who carry the primary burden of household responsibilities but, due to conservative norms, lack access and/or skills that are responsive to the labour market. This intervention represents an important opportunity for Palestine refugee women to earn skilled, market-driven income within a flexible system that allows them to balance their workloads with other obligations. Finally, seven UNRWA Women's Programme Centres will engage in a series of women's empowerment initiatives, including legal counselling services, early marriage and GBV awareness, embroidery and sewing, and cultural and recreational activities, to help refugee women enhance their self-confidence, self-reliance, social development and economic status.

Students receive educational materials at Daraj Elementary Co-Ed E school.
© 2017 UNRWA Photo by Tamer Hamam

strategic priority 2

palestine refugees enjoy their rights to critical services and assistance

emergency health



to medically assess approximately

11,300

students referred or identified as having possible disabilities or learning difficulties

education in emergencies



to support the learning environment of

271,900

UNRWA students through the provision of learning materials and school supplies

emergency water and sanitation



to improve the physical sanitary environment of camps through the removal of

60,000

tons of solid waste from unofficial dumping sites in densely populated areas

emergency shelter and repair



to provide cash repair grants for

47,900

Palestine refugee families whose homes were damaged as a result of the 2014 hostilities

Gender and Youth Commitment

Under the 2018 EA, UNRWA is committed to support the right to health for all and in particular, for women and youth. To this end, school health teams will carry out screenings of refugee students, including in-depth screenings for children with additional learning needs, while the secondary and tertiary care needs of women, including child birth needs, will be accommodated. Progress towards this commitment will be measured through the following indicators:

- (i) Number of poor female refugee patients receiving secondary or tertiary health care (target: 9,800);
- (ii) Number of students in UNRWA schools who receive medical screening (target: 93,683 – 45,604 female, 48,079 male); and
- (iii) Number of students who receive in-depth medical assessments (target: 11,300 – 5,537 female, 5,763 male).

Emergency Health

Outcome: Crisis-affected refugees enjoy their right to health.

Output	Indicator	Target
Crisis-affected refugees have access to secondary and tertiary health care.	Number of poor refugee patients receiving secondary or tertiary health care	14,000
Crisis-affected refugees have access to primary health care.	Percentage of UNRWA HCs with no 'stock-out' of 12 tracer items	100%
Crisis-affected refugee students receive medical support.	Percentage of students who receive support as a result of in-depth medical assessments	100%

As a result of the blockade, the economic crisis and the limited capacity of public health care providers, the health status of refugees in Gaza has become increasingly fragile. To ensure that refugees who lack the means are able to have life-saving medical care, UNRWA will offer subsidies to 14,000 patients in support of secondary and/or tertiary care at non-Agency facilities. As a consequence of the shortage of drugs, disposables and electricity affecting the public health sector, refugees suffering from chronic conditions face the risk of interrupted treatment and deteriorating health that could contribute to increased mortality rates. Funding under the 2018 EA will ensure that the 22 UNRWA HCs across Gaza are adequately supplied with life-saving emergency medical

equipment and drugs. In addition, the Agency will provide health screenings for refugee students to identify and treat conditions that might otherwise go undiagnosed. It is expected that school health team screenings will assess 93,683 students (45,604 females and 48,079 males), conducting in-depth medical assessments for approximately 11,300 refugee students referred through school health team screenings or identified by UNRWA teachers as having additional learning needs.³⁴ The Agency will provide students in need with medical treatment and assistive devices, such as hearing aids, artificial limbs, glasses, orthopaedic shoes and psychosocial counselling, if required



Enabling the Future

Sojoud Taha is the third-oldest daughter of a family of eight. Through the provision of a prosthetic arm, at 14 years old, Sojoud can now play basketball in the schoolyard of the UNRWA Nuseirat Preparatory Girls School A in central Gaza. "When the school principal told me about it, I couldn't believe it," she recalls. "I jumped for joy and happiness and couldn't wait to share the news with my family and friends. Finally, I can pursue my passions and dreams and be better prepared and confident in the face of challenges." When children with disabilities are given opportunities to flourish, they have the potential to further lead fulfilling lives and contribute to the social, cultural and economic vitality of their communities.

(Left) Sojoud Taha fixing her head scarf, central Gaza. © 2017 UNRWA Photo by Tamer Hamam

Education in Emergencies

Outcome: The effects of the blockade, poverty and violence are countered through a supportive learning environment where refugee students can realize their potential.

Output	Indicator	Target
Refugee students with additional learning needs in Arabic and mathematics are supported to overcome their learning challenges.	Number of support teachers hired to facilitate students' education in Arabic and mathematics	1,000 (400 female, 600 male)
	Number of children supported by additional learning in Arabic and mathematics	52,561 (19,122 female, 33,439 male)
Refugee students are provided with learning tools.	Number of Palestine refugee students provided with educational materials (self-learning materials, back-to-school kits, psychosocial support/recreational kits, stationery) each semester	271,900 (131,553 female, 140,347 male)

It is estimated that 80 per cent of the 271,900 students (131,353 females and 140,347 males) at UNRWA schools in Gaza require assistance in overcoming a variety of challenges, including poverty, additional learning needs, access restrictions and electricity shortages at home. Recurrent hostilities and the blockade continue to have a deleterious impact on the learning environment for Palestine refugee children in Gaza, who are accommodated in 275 schools, 70 per cent of which operate on a double-shift basis. In response, the Agency-wide Education in Emergencies (EiE) approach provides inclusive, equitable, quality and safe education to Palestine refugee children and youth in times of emergencies. In addition to implementing the EiE approach across all Agency schools in Gaza, UNRWA will: (i) through the recruitment and training of 1,000 additional support teachers and the provision of remedial materials, assist 52,561 students in grades 4 to 9

(19,122 females and 33,439 males) who are struggling to meet minimum academic standards in Arabic and mathematics; and (ii) ensure that all children have access to basic school and learning materials through the distribution of back-to-school and recreational kits and stationery.

The UNRWA satellite TV channel ('UNRWATV') and the Interactive Learning Programme will continue to serve as key tools that further the EiE approach,³⁵ with the production of English, mathematics, Arabic and science programming for grades 4 to 9. Interactive multimedia lessons will include animations, songs, child dramas and storytelling and will be based on education and life-skills reform principles and good teaching practice. Programming provided by UNRWA TV will ensure access to education for Palestine refugee children, mitigating the effects of the protracted socioeconomic crisis and the occupation.

Emergency Water and Sanitation

Outcome: A critical deterioration in refugee health is avoided through emergency water and sanitation interventions.

Output	Indicator	Target
Outbreaks of water-borne diseases originating from non-functioning water and sanitation systems are prevented.	Total litres of fuel provided to support WASH facilities	520,000 litres of fuel per month Total: 6,240,000
	Number of critical WASH facilities supported by UNRWA	UNRWA: 9 Non-UNRWA: 154
	Percentage of identified repairs to damaged and degraded water and wastewater networks in camps carried out	100%
Exposure of refugees to vector-borne diseases is reduced.	Number of identified mosquito-breeding sites cleared	3
	Tons of waste removed from unofficial dumping sites	60,000

The current energy crisis has adversely impacted the availability of clean water and the treatment of sewage. Desalination plants are functioning at only 15 per cent of their capacity, while the shortening or suspension of sewage treatment has led to increased levels of pollution

and groundwater contamination. Ninety per cent of water sources are too contaminated for human consumption, while over 60 per cent of the Mediterranean Sea around Gaza is polluted with untreated sewage.³⁶ In response, UNRWA will support the functioning of water wells, desalination plants,

wastewater treatment and waste management services through the provision of fuel, according to priorities identified by the WASH Cluster and in consultation with other relevant stakeholders (including the Coastal Municipalities Water Utility and local communities). The Agency will also undertake vector control activities and will remove approximately 60,000

tons of solid waste from unofficial dumping sites in and near Gaza's eight Palestine refugee camps. In addition, UNRWA will make emergency repairs to damaged and degraded water and wastewater networks in camps, including Jabalia and Rafah in northern and southern Gaza, respectively.

Emergency Shelter and Shelter Repair

Outcome: Displaced refugee families are able to access shelter.		
Output	Indicator	Target
Designated emergency shelters (DES) are established for displaced refugees.	Number of DES established	50
Displaced refugee families have increased means to access temporary housing solutions.	Number of internally displaced refugee families receiving TSCA	2,500
	Percentage of housing cost covered by TSCA	80%
Refugee families affected by military operations and/or natural disasters are able to return to their homes.	Number of families receiving shelter repair assistance	49,700
	Number of families provided with winterisation assistance	5,000

A considerable number of Palestine refugee families require assistance to repair homes that suffered minor and major damages as a result of the 2014 hostilities. With reports that many families have incurred high levels of debt to make their homes liveable, servicing this debt within the current economic crisis facing Gaza has negatively affected the availability of household funds for basic needs. In response, UNRWA will assist approximately 49,700 refugee families through the provision of cash grants that enable recipients to complete necessary repairs. Grant value will be determined through a technical assessment carried out by Agency engineers. In addition, approximately 2,500 eligible families whose homes have been assessed as uninhabitable as a result of the 2014 hostilities and who have been unable to repair or rebuild will be provided with transitional shelter cash assistance (TSCA), a rental subsidy of between US\$ 200 and US\$ 250 per month that is tailored to family size and supports temporary housing solutions while

homes are being rebuilt.³⁷ Eligibility is based on verification by UNRWA social workers and engineers. Support for reducing the backlog of shelter repairs will also lessen the need to continually provide TSCA and winterisation support. To avoid duplication and improve efficiency, comprehensive coordination and cross-checking will be maintained with all relevant organizations in Gaza – particularly OCHA, UNDP and the Ministry of Public Works and Housing – through the Shelter Cluster's unified database. Finally, as part of its emergency preparedness activities, UNRWA will retrofit 50 schools to serve as DES in the event of another conflict or natural disaster, with each facility able to receive 1,000 displaced persons. As part of the lessons learned after the 2014 hostilities, the Agency will equip all new DES with shading, gender-appropriate shower facilities, solar panels to generate an independent power supply, an autonomous water supply and other needed facilities.

Students engage in community mental health activities at Zaitun Elementary Co-Ed A school.
© 2017 UNRWA Photo by Rushdi Sarraj

strategic priority 3

palestine refugees are protected from the effects of the conflict and violence

community mental health



through the provision of
life-skills training for

271,900

students

protection



to mitigate the impact of the
continued erosion of coping
mechanisms among Palestine
refugees and increasing
levels of poverty

summer fun weeks



to mitigate the impact of
conflict and poverty on the
mental health of

150,000

Palestine refugee children

Gender and Youth Commitment

UNRWA recognises the special vulnerability of women and youth in humanitarian situations and will ensure that female survivors of GBV receive integrated support through the provision of individual and group counselling, legal advice and referrals to specialized services. In addition, through Summer Fun Weeks (SFW), the Agency will provide safe and supervised spaces for girls to play and learn while simultaneously ensuring that SFW-related CfW opportunities are extended to women. Finally, UNRWA will address child protection cases, with a special focus on exploitation and abuse. Progress towards this commitment will be measured through the following indicators:

- (i) Percentage of protection (including GBV) cases identified as suitable for targeted cash transfers that receive assistance (target: 100 per cent);
- (ii) Number of students who have participated in at least one recreational/extracurricular activity during the summer of 2018 (target: 80,000 female and 70,000 male);
- (iii) Number of refugees receiving SFW employment opportunities (target: 1,145 female and 1,544 male);³⁸ and
- (iv) Number of children identified with specific protection needs (exploitation and abuse, especially cases of child labour) provided with support (target: 300).

Community Mental Health Programme

Outcome: The psychosocial well-being of Palestine refugees is enhanced.		
Output	Indicator	Target
UNRWA students and parents receive psychosocial support.	Number of students receiving life skills support	271,900 (131,553 female, 140,347 male)
	Number of students receiving group interventions	20,555 (10,278 female, 10,277 male)
	Number of students receiving individual counselling	13,700 (6,850 female, 6,850 male)
	Number of parents receiving parent education	10,000 (3,000 female, 7,000 male)
Families and communities receive psychosocial support.	Number of adults receiving group interventions	5,280 (4,224 female, 1,056 male)
	Number of adults receiving individual counselling	4,400 (3,960 female, 440 male)
	Number of adults receiving individual legal counselling	1,500 (1,350 female, 150 male)
	Number of adults attending legal advice sessions	1,800 (1,620 female, 180 male)

In 2018, through its Community Mental Health Programme (CMHP), UNRWA will address the vulnerabilities of women and children while supporting individual, family and community resilience. To this end, 275 education counsellors will implement a structured 'Life Skills' initiative to ensure that all students in Gaza have the essential skills (e.g. peer relations, tolerance and conflict resolution) to cope with the challenging environment that surrounds them. Counsellors will also identify and support children who are experiencing more serious psychosocial problems and protection threats through individual and targeted group interventions. Complemented by parent education sessions, this intervention promotes a holistic approach to child and family well-being. Efforts to

build resilience among children are more likely to succeed if they are supported by families and communities. As such, the CMHP will organise structured parent and community education sessions to promote positive parenting and family lives, while also increasing the coping capacity and resilience of adults. This will enhance family relations and help ensure that children are supported, not only in UNRWA schools, but also within their homes and communities. In HCs, psychosocial and legal counsellors will support the most vulnerable refugees, primarily women (90 per cent of cases) and women survivors of GBV (80 per cent of all cases). This support will include group counselling, structured psychoeducation sessions and the provision of legal advice.

Protection

Outcome: Refugee enjoyment of human rights is enhanced.		
Output	Indicator	Target
Protection vulnerabilities are mitigated and the most acute needs are effectively addressed.	Number of protection cases receiving individual case management support	1,000
	Number of children provided with targeted support to address situations of exploitation and abuse, especially cases of child labour	300
Increased staff capacity to identify and respond to protection needs.	Number of staff members trained on protection	500
Delegations are fully aware of the impact of the protracted humanitarian crisis in Gaza and its implications for the protection of Palestine refugees.	Number of briefings on the humanitarian and protection environment conducted with visiting delegations	30

Poverty, the consequences of past hostilities that continue to be felt, displacement, political instability, weak protection systems, sub-standard housing and overcrowding continue to increase vulnerabilities, especially for women, children and persons with disabilities. Through its programmes and services, UNRWA will mitigate the impact of the erosion of coping mechanisms and increasing poverty, which heightens protection risks for the most vulnerable. Thematically, specific Agency efforts will focus on GBV, violence against children and child labour; operationally, UNRWA will seek to strengthen inter-programme coordination and cooperation, referral systems, protection mainstreaming, and internal capacity.

The training of front-line staff will continue, focusing on basic protection principles, referral systems and GBV (response, mitigation and prevention) in emergency situations.

UNRWA will also raise awareness on the protracted humanitarian crisis in Gaza and its protection implications for Palestine refugees through inter-agency coordination and direct contact with external interlocutors. In particular, the Agency will take advantage of visits by foreign delegations to Gaza, providing up-to-date information on the humanitarian and protection environment and advocating for refugee rights.

Summer Fun Weeks

Outcome: Enhanced physical and psychosocial well-being for children.		
Output	Indicator	Target
Children participate in 2018 SFW.	Number of children that participate in contests	420
	Number of students participating in Global Camping activities (oPt student exchange)	244

To mitigate the impact of conflict and poverty on Palestine refugee students' learning, development, and physical and mental health, UNRWA will convene SFWs for approximately 150,000 children. Through this intervention, students will take part in structured recreational activities, including sports, crafts and theatre, in safe, supervised spaces. These activities will support the mental, physical and emotional

well-being of children by introducing coping strategies and creating opportunities for children to share experiences, build friendships and develop support networks. Implementing SFW activities will also provide short-term CfW employment opportunities for approximately 2,500 Palestine refugees living below the poverty line, in particular for young people.

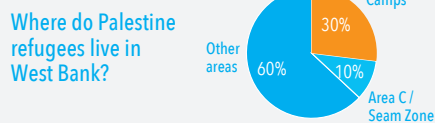
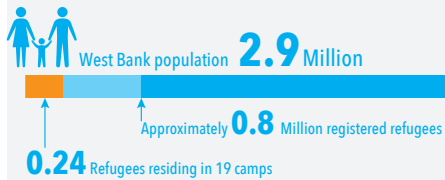
west bank: overview

UNRWA West Bank – 50 years of Occupation

September 2017



KEY FACTS ON REFUGEES



FOOD SECURITY

15% of refugees are food insecure vs **11.9%** for non-refugees
24% of refugees living in camps are food insecure
 Source: WFP / PCBS

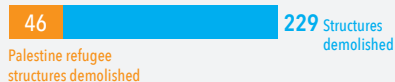
UNEMPLOYMENT

22.7% refugee unemployment rate vs **19.2%** for non-refugees and
20.9% in refugee camps
 Source: Q1,Q2,Q3 2017 Labour Force Survey – PCBS

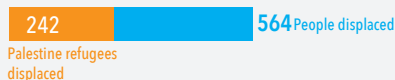
DISPLACEMENT

(up to 30 September 2017)

Palestine refugee structures demolished in Area C

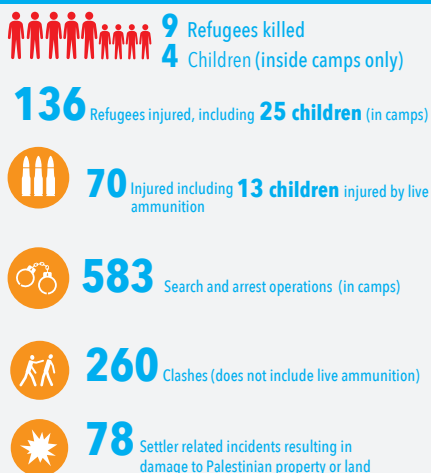


People displaced across the West Bank, East Jerusalem and Area C



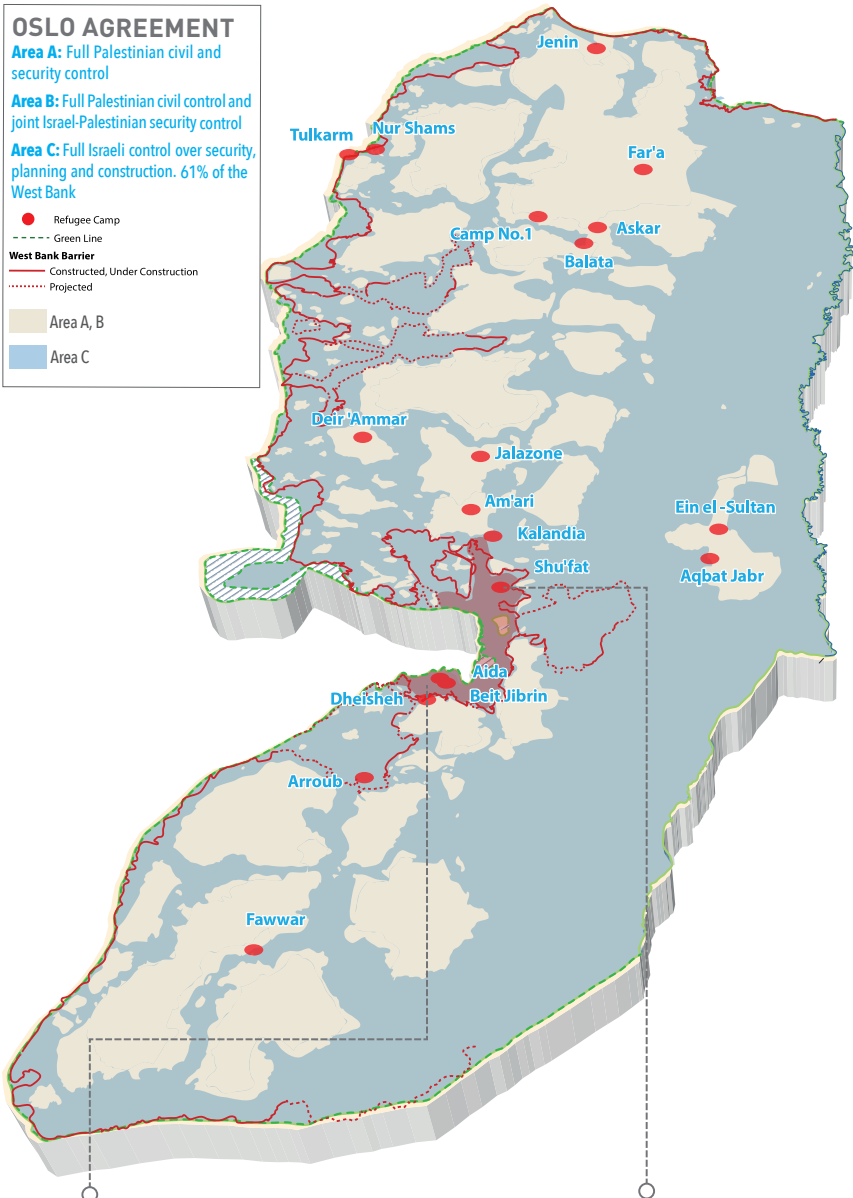
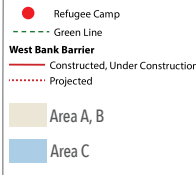
PROTECTION THREATS

(up to 30 September 2017)

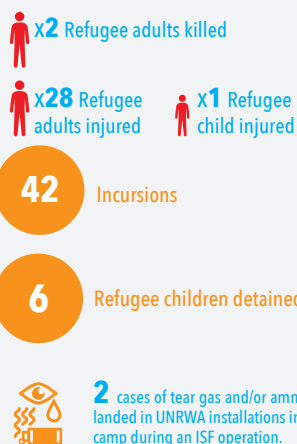


OSLO AGREEMENT

Area A: Full Palestinian civil and security control
Area B: Full Palestinian civil control and joint Israel-Palestinian security control
Area C: Full Israeli control over security, planning and construction. 61% of the West Bank

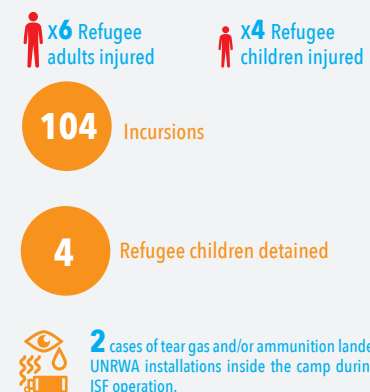


DHEISHEH CAMP



SHU'FAT CAMP

Only camp located within Israel's unilaterally declared Jerusalem Municipality area. Palestinians move there to maintain their Jerusalem identification.



west bank: sector-specific interventions

Food voucher beneficiary using an electronic voucher card. Ramallah. September 2017.
© 2017 UNRWA Photo by Iyas Abu Rahmeh

strategic priority 1

crisis-affected palestine refugee households facing acute shocks have increased economic access to food

emergency food assistance

to meet the food
requirements of over

192,000

food-insecure people
outside camps
(refugees and Bedouin and
herder communities)

emergency cash-for-work

to provide temporary
employment opportunities for

8,000

food-insecure Palestine
refugee households

Gender and Youth Commitment

UNRWA is committed to enhanced gender equality and empowering youth, taking into consideration the specific needs of these groups. Through its food security interventions, the Agency will increase community participation in defining work opportunities that better meet the needs of women and youth, contributing to the development of skills that enhance future opportunities. In addition, through its emergency food voucher intervention, UNRWA will deliver workshops on the nutritional value of basic food items, targeting both men and women. Progress towards this commitment will be measured through the following indicators:

- (i) Number of work opportunity focus group discussions held with women and youth in refugee camps (target: 19);
- (ii) Percentage of food-insecure refugee youth that are provided with CfW opportunities (target: 12 per cent); and
- (iii) Number of nutrition awareness-raising sessions held for women and men benefiting from electronic food vouchers (target: 10).

Emergency Food Assistance

Outcome: The severity of refugee food insecurity is tempered.		
Output	Indicator	Target
Food-insecure refugee households are provided with the means and knowledge to meet their most basic food requirements.	Number of food-insecure refugee households receiving food voucher assistance	25,833
	Number of food-insecure refugees receiving food assistance	155,000 (78,275 female, 76,725 male)
	Total value of electronic vouchers provided to food-insecure refugees	US\$ 19,158,000
	Number of individuals benefiting from joint WFP-UNRWA food distributions for vulnerable Bedouin and herder communities in Area C	37,000

Under the 2018 EA, food-insecure refugees living in urban and rural settings outside of camps in the West Bank will be provided with electronic food voucher assistance. Recipient household eligibility will be assessed under the proxy-means test formula (PMTF), which considers essential characteristics (including age, gender, housing conditions, asset ownership, employment status and sources of income), that collectively enable UNRWA to identify and prioritise the most vulnerable and food insecure. In 2018, the food voucher intervention aims to support 25,883 households (comprising 155,000 individuals) to meet their daily basic food needs. To this end, each household will be in a position to purchase food items at pre-selected food shops that meet pre-set Agency standards. Households will be able to choose from a range of 14 basic food items based on their individual needs, with a focus on fresh food items, such as eggs, milk and yoghurt. The value of food

voucher assistance will vary in accordance with household size, set at a rate of approximately US\$ 10.30 per person per month, an amount tailored to meet 30 to 40 per cent of a household's food expenditure needs. This intervention will also allow local producers and shopkeepers in the West Bank to benefit from increased and consistent customer demand.

Bedouin and herder communities in Area C, representing some of the most vulnerable populations in the West Bank in terms of both protection threats and food insecurity, will be separately targeted for food assistance by an existing cooperative arrangement between UNRWA and the World Food Programme (WFP). In this regard, 37,000 individuals from Bedouin and herder communities will receive food parcels on a quarterly basis, with the food items procured by WFP and distributed by UNRWA.

Emergency Cash-for-Work

Outcome: The severity of refugee food insecurity is tempered.		
Output	Indicator	Target
Food-insecure refugees living inside refugee camps earn short-term wages to cover basic food needs and restore coping capacities.	Number of food-insecure refugee households engaged in CfW	8,000
	Total number of food-insecure refugees benefiting from CfW assistance	48,000 (23,520 female, 24,480 male)
	Total value provided to CfW beneficiaries	US\$ 10,080,000
	Number of CfW projects realised in camps	19

The UNRWA CfW programme provides a dignified avenue for beneficiaries to receive cash support that can be utilised to address their most acute food needs. In this regard, the Agency will support 8,000 food-insecure refugee households (48,000 individuals) across 19 West Bank camps to meet their most basic food and non-food needs through the provision of short-term CfW contracts. Under this intervention, one member of each household will be provided with a work opportunity for an average of three months, for which they will receive US\$ 420 per month. As is the case for households benefiting from emergency food voucher assistance, CfW recipients will be selected using the PMTF to ensure that the most vulnerable are targeted for assistance. Through a range of unskilled positions, CfW beneficiaries will be employed in refugee camps to support service provision and/or

contribute to infrastructure projects. CfW labourers will be matched with work opportunities in consultation with beneficiaries and local stakeholders, including camp-based organizations that are well positioned to match beneficiaries with suitable tasks.

Through the 2018 EA, UNRWA plans to implement one infrastructure project in each of the 19 refugee camps in the West Bank. Based on needs identified in consultation with CSCs and CBOs, these projects may include the restoration and/or renovation of public spaces such as parks, kindergartens and roads, among others. In addition to the provision of labour (through the CfW programme), UNRWA will contribute to the procurement of tools and materials and other expertise.

The medical staff of an UNRWA mobile health clinic provides PHC services to a Bedouin refugee. Ein Samia. September 2017.
© 2017 UNRWA Photo by Iyas Abu Rahmeh

strategic priority 2

palestine refugees enjoy their rights to critical services and assistance

mobile
health clinics



to provide access to
preventative and curative
health-care services in

51

localities across
the West Bank

Gender and Youth Commitment

UNRWA is committed to providing quality and inclusive services on an equitable basis to women, men, girls and boys. To this end, mobile health services will be provided to meet the health-care needs of targeted communities while addressing the specific needs of women and girls in terms of reproductive health, child and maternal health, and counselling. Progress towards this commitment will be measured through the following indicators:

- (i) Percentage of overall consultations provided to females through mobile health clinics (target: 60 per cent); and
- (ii) Percentage of all prenatal care visits that are attended by fathers – accompanying mothers (target: 10 per cent).

Mobile Health

Outcome: Crisis-affected refugees enjoy their right to health.

Output	Indicator	Target
Palestine refugees facing access and movement restrictions or located in isolated communities are able to access quality preventative and curative services.	Percentage of regular visits conducted per community, as scheduled	100%
	Number of communities provided with improved access to health services through mobile health clinics	51
	Number of patient consultations provided in mobile health clinics	98,448 (59,069 female, 39,379 male)

In 2018, UNRWA will continue to provide PHC services to a catchment population of 131,437 residing in 51 vulnerable communities in Area C, the Seam Zone, East Jerusalem and other areas within the West Bank that have been assessed as vulnerable. The selection of communities in need is based on annual assessments of the impact of movement and access restrictions on community access to health care. In targeted communities, PHC will be dispensed through six mobile health clinics consisting of medical officers, nurses, midwives,

mental health counsellors, pharmacists and support staff. Consultations, treatment and prescription drugs will be available to all, free of charge, with a particular focus on women, children, the elderly and the chronically ill. Services provided will include preventive and curative health-care, the screening and treatment of chronic diseases, and child and maternal health services. In addition, mobile health teams will provide awareness-raising and counselling related to psychosocial and other medical issues, as well as nutrition.

Mobile Health: Reaching the Most Vulnerable

One day, Farima woke up with a headache, and while not giving it much thought at the time, the condition became chronic and was accompanied by long-standing dizziness. While Fatima wanted to seek medical attention, her community presented few options, and she did not want to seek outside assistance in light of existing military zones and the prevalence of settler violence. Given this, Fatima went to a nearby clinic and was prescribed iron tablets; however, her symptoms went unresolved.

One day, Fatima decided to consult an UNRWA mobile health clinic about her case. This proved to be critical, as an extensive examination revealed that she had an abdominal tumour. While she was initially devastated, UNRWA helped Fatima throughout the treatment process, providing her with transportation and financial assistance so that she could obtain the necessary surgical treatment. Fully recovered, Fatima is now an advocate for health awareness. "Without the support of UNRWA mobile health clinic, I would have continued to take iron tablets all my life," she says. "I would not have known that [the headache] was serious. Poor health awareness led to me not understanding the seriousness of my ailment until I came [to the UNRWA mobile health clinic]."

Children from a Bedouin community enjoy CMHP recreational activities. Ein Samia, September 2017.
© 2017 UNRWA Photo by Iyas Abu Rahmeh

strategic priority 3

palestine refugees are protected from the effects of the conflict and violence

community
mental health



to support

46

Bedouin communities, where
the majority of the population
are refugees

protection



to monitor, document and
report on violations of
international humanitarian
and human rights law
affecting refugees

Gender and Youth Commitment

The Agency's emergency protection interventions in the West Bank are specifically designed to meet the needs of the most vulnerable and marginalized, including women and girls who face special protection risks that include sexual and physical exploitation and abuse. In response, the Agency will: (a) build on the high level of trust developed between Bedouin and herder communities and the UNRWA CMHP to deepen counselling and community engagement efforts on topics such as female and male social roles, women's rights and GBV; and (b) launch a new assessment tool under the UNRWA protection programme's Crisis Intervention Model,³⁹ taking into close consideration the specific needs of women and youth. Progress towards this commitment will be measured through the following indicators:

- (i) Number of awareness-raising group activities that address women's rights, gender and/or GBV (target: 108);
- (ii) Percentage of youth representation in community committees (target: 20 per cent); and
- (iii) Percentage of women and girls out of the total number of persons assisted through the Crisis Intervention Model (target 50 per cent).

Community Mental Health Programme

Outcome: The psychosocial well-being of vulnerable and marginalized communities is enhanced.

Output	Indicator	Target
Vulnerable and marginalized communities are provided with structured psychosocial support.	Percentage of targeted vulnerable communities provided with counselling and psychosocial activities	100%
	Number of group psychosocial activities/sessions	660
	Number of individual, group or family counselling sessions	800
	Number of individuals with access to psychosocial and mental health services through mobile mental health units	11,162 (5,576 female, 5,586 male)
Enhanced awareness of vulnerable and marginalized communities to address emergencies.	Number of community committees trained in prevention and response to crises and psychosocial emergencies	15

UNRWA will provide community mental health and psychosocial support across 46 Bedouin communities. Residents of these communities, identified as among the most vulnerable populations in the West Bank, face multiple protection threats, including the risk of forcible transfer and displacement due to demolition, settler violence and the loss of traditional lifestyles following land confiscations by the Israeli authorities. Six mobile mental health teams, each comprising two psychosocial counsellors (female and male), will engage Bedouin communities on a regular basis to prevent, detect and respond to mental health and psychosocial issues. Due to movement restrictions, geographic remoteness and

limited financial resources, without this dedicated service, the above referenced Bedouin communities would be unable to access this key resource. An estimated 11,162 individuals will benefit from access to 660 group psychosocial activities/sessions; 800 individual, group or family counselling sessions; and community open days and summer camps. Cases in need of specialized follow-up will be identified, referred and monitored. In addition, the Agency will continue to support 15 community committees to further develop resilience and coping mechanisms through the provision of enhanced training in the prevention of and response to crises, psychosocial and physical first aid and fire safety.

Protection

Outcome: Refugees receive protection from the immediate effects of the conflict/occupation, respect for IHL and IHRL is promoted, and abuses are mitigated.		
Output	Indicator	Target
Enhanced systematic follow-up with the authorities responsible for IHL and IHRL violations.	Percentage of UNRWA interventions on protection issues that prompt concrete action from the relevant authorities	20%
	Percentage of documented incidents for which UNRWA obtains informed consent that are presented to the relevant authorities	80%
Delegations are better informed to advocate on the protracted crisis affecting refugees.	Number of protection (advocacy) interventions that target external actors	85
The risk of forced displacement of vulnerable communities is reduced and their coping capacities are increased.	Percentage of vulnerable refugee households impacted by protection threats that re-establish the physical safety and security of their residence after receiving emergency cash assistance	50%
	Percentage of refugee households affected by demolitions/evictions that re-establish stable accommodation at the cessation of interventions ⁴⁰	50%
	Number of at-risk communities supported by community-driven protection projects	12

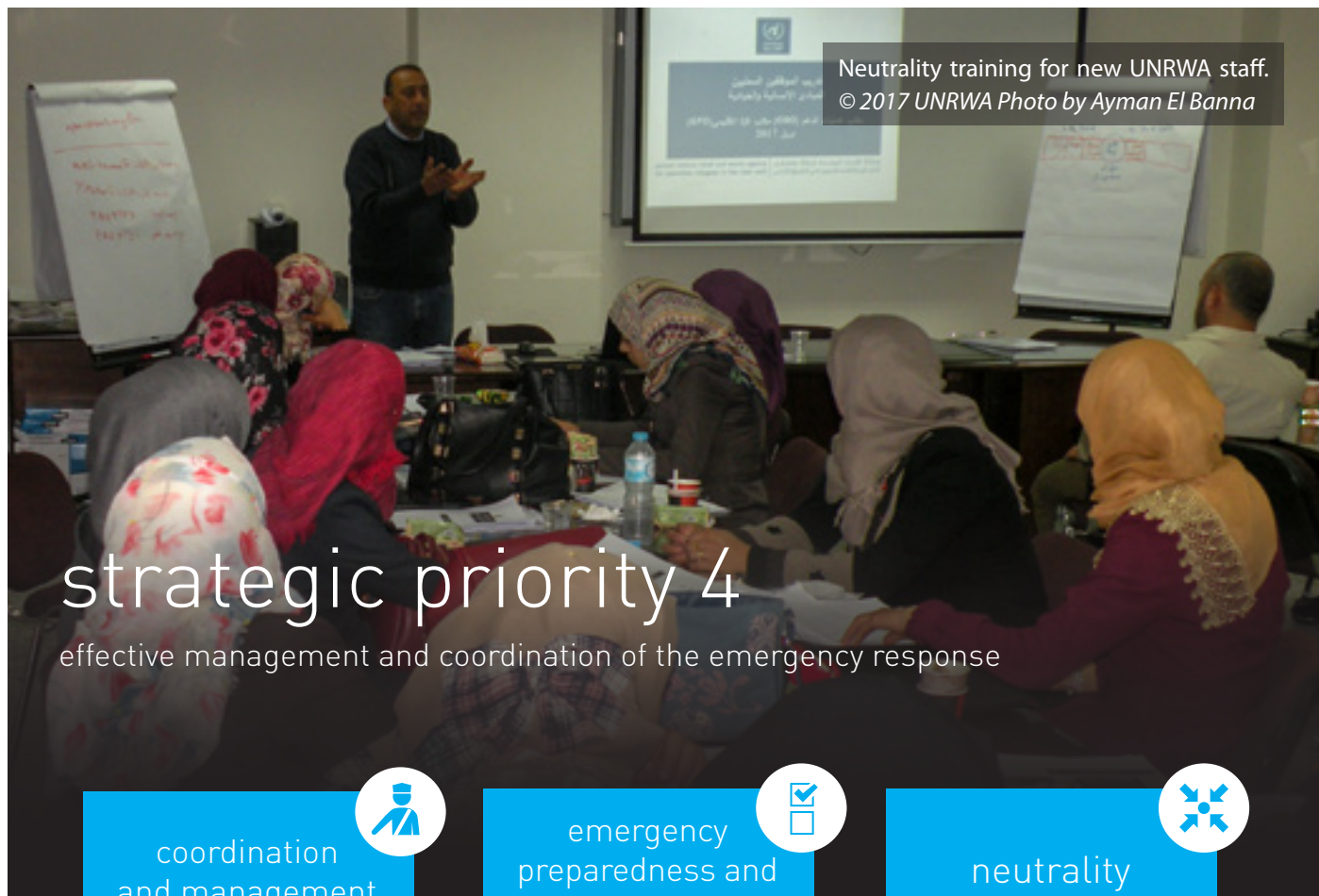
Through its protection programme, UNRWA aims to enhance respect for IHL and IHRL and accountability for violations through monitoring, reporting and advocacy with duty bearers on alleged IHL and IHRL violations that affect Palestine refugees. Advocacy efforts will include field visits and briefings for diplomats and other members of the international community to mobilise action on protection issues affecting Palestine refugees. Further, UNRWA will work to: (i) reinforce the capacity of refugee communities to effectively advocate for their rights; and (ii) catalyse other actors towards actions that further the protection of refugees, through the development of targeted and strategic analysis and reporting. In parallel, the Agency will intervene with the authorities responsible for alleged violations to advocate for accountability and corrective measures. In addition, the Operations Support Office (OSO) will support field briefings to donors and will engage in protection awareness-raising and advocacy.

In response to forced displacement due to home demolitions, evictions and damage caused to private property during law enforcement/military operations and incidents involving Israeli settlers, UNRWA will provide emergency support to affected refugee families through the Crisis Intervention

Model whereby: (i) cash assistance will be provided to support temporary housing for the displaced or as a means to rebuild damaged private property to avoid the use of negative coping mechanisms;⁴¹ and/or (ii) based on needs assessments conducted by protection social workers, referrals will be issued so that affected refugees can access internal/external specialized services, including health care, psychosocial support, legal support and/or health care. The Agency will also continue to provide emergency protection assistance in coordination with other humanitarian actors, particularly with regard to post-demolition response.

By way of supporting 12 communities that are particularly vulnerable to protection concerns, UNRWA will implement small-scale community-driven projects that directly respond to demolitions, settler violence, military interventions and land confiscations, as well as restrictions on movement and access to land, livelihoods and services. Depending on community need, projects will focus on rehabilitating existing infrastructure (e.g. the rehabilitation of roads and common/play areas), agriculture and initiatives capable of alleviating access concerns and the overall well-being of community members.

gaza, west bank and headquarters



Neutrality training for new UNRWA staff.
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strategic priority 4

effective management and coordination of the emergency response

coordination
and management

to reinforce the planning,
management, monitoring and
evaluation of emergency
interventions

emergency
preparedness and
safety and security

to support the safety
and security of Palestine
refugees and UNRWA staff

neutrality

to safeguard the integrity of
UNRWA operations

Coordination and Management and Safety and Security

Outcome: The emergency response, as funded, is effectively implemented and managed.		
Output	Indicator	Target
The response, as funded, is effectively implemented and managed.	Number of times EA implementation is reviewed within the context of mid-year and annual results reviews	2
	Mid-year EA progress report issued within a set period of time after the end of the reporting period	120 days
	Draft annual EA report issued within a set period of time after the end of the reporting period	120 days

UNRWA requires additional capacity to reinforce the planning, management, monitoring and evaluation of emergency interventions; ensure the safety and security of staff and refugees; and safeguard the neutrality of its facilities. This is vital for the efficient and effective delivery of services and to maintain and further develop capacity to respond to rapid-onset emergencies. To improve the safety of UNRWA personnel and further to the recommendations of the United Nations Headquarters Board of Inquiry into certain incidents that occurred in the Gaza Strip between 8 July 2014 and 26 August 2014 to improve the security of UNRWA schools and other installations in Gaza,⁴² the Agency requires continued and strengthened capacity to: (i) support the management and training efforts of the Department of Security and Risk Management and the respective Field Security and Risk Management Offices; and (ii) deploy an appropriate guard force to address security and other risks. Resources are also needed to ensure effective coordination with other humanitarian organisations, bilaterally and through established multi-agency structures, including the Humanitarian Country Team, the clusters, the Food and Agriculture Organisation of the United Nations, the WFP Food Security Analysis Unit and the SEFSec.

At the Headquarters (HQ) level, the Department of Planning is responsible for the planning and coordination of emergency response activities. Under the 2018 EA, a senior emergency officer will oversee monitoring and reporting activities.⁴³ Reporting will be managed through an online results-based monitoring (RBM) system that allows the Agency to track actual results against planned priorities on a quarterly basis, facilitating regular consolidated reporting. To ensure that technical assistance is provided in a standardised and quality-assured way, and that high-quality reports for programme use are made available on a regular basis, a statistician will be retained under the EA to: (i) ensure the quality of data, monitoring and reporting in relation to the PAS in Gaza; and (ii) support the Gaza social transfer study that will start in 2018. UNRWA will also maintain other HQ functions in support of emergency operations, including procurement, external relations and legal services. In this regard, funding will support Agency engagement in international protection and advocacy forums and with relevant international human rights system (IHRS) mechanisms, promoting the human rights of Palestine refugees as a component of the emergency response in accordance with the UNRWA Framework for Effective Engagement with the IHRS.

Emergency Preparedness

Outcome: Reduced losses in lives and in the social, economic and environmental assets of refugee communities.		
Output	Indicator	Target
The Agency has adequate response capacity to address protracted crises and sudden-onset emergencies.	Number of staff trained in emergency preparedness and response	1,026 (Gaza) 65 (West Bank)
	Number of staff trained in early recovery	342 (Gaza)

Under the 2018 EA, UNRWA will strengthen its emergency preparedness and risk management capabilities in Gaza and the West Bank through a continued focus on warehouse stockpiling, staff training, engagement in inter-agency preparedness and planning activities, and the refinement and testing of internal mechanisms and protocols. This will include the development and maintenance of functional rosters to ensure effective and timely responses; strengthening preparedness in the areas of emergency WASH, food and

non-food items (NFIs); and continuous coordination with the Israeli authorities for the importation of necessary materials, including those considered 'dual-use' that support the operation of the emergency programme.⁴⁴ With regard to the 50 schools identified as potential DES in Gaza, the Agency will provide emergency preparedness and early recovery training for 342 DES staff. In addition, shatter-resistant film will be installed in UNRWA installations that provide essential services, such as schools and HCs.

In the West Bank, UNRWA will continue to strengthen its emergency response and preparedness systems and procedures, with a specific focus on strengthening standard operating procedures (SOPs) in response to extreme weather conditions and incidents in camps (i.e. incursions by the Israel Defense Forces). This will include reinforcing internal communication mechanisms and the pre-positioning of essential items. Further, the Agency will lead a simulation

exercise in the West Bank to test capacities in managing a medium-scale emergency, bringing to light gaps in systems, procedures, knowledge and skills that need to be addressed. UNRWA will also continue to liaise and coordinate with appropriate Israeli and Palestinian authorities and humanitarian actors on emergency preparedness and response within the West Bank, including East Jerusalem.

Neutrality: Gaza

Outcome: Agency neutrality and integrity is safeguarded.

Output	Indicator	Target
Inspections and training are carried out to safeguard neutrality.	Percentage of UNRWA installations receiving four or more neutrality inspections	100%
	Number of staff members receiving neutrality training (including neutrality in the use of social media)	1,000
	Percentage of noted neutrality breaches addressed and resolved	100%

Safeguarding neutrality remains critical for the continued operational effectiveness and safety of staff, beneficiaries and UNRWA facilities. Similar to previous years, neutrality in Agency installations in Gaza will be monitored through unannounced OSO inspections of all UNRWA facilities, with at least one installation visit taking place every quarter. All breaches will be documented and followed up. The OSO will

also work to strengthen staff understanding of neutrality, with particular focus on installation managers, through daily, on-the-job guidance; the provision of technical advice during and subsequent to inspections; and the organisation of trainings that focus on neutrality and the appropriate use of social media trainings for both new and existing staff.

Neutrality: West Bank

Outcome: Agency neutrality and access is safeguarded.

Output	Indicator	Target
Inspections, trainings, interventions and follow-up on access incidents to safeguard neutrality and humanitarian space.	Percentage of UNRWA installations receiving four or more neutrality inspections	100%
	Number of staff members receiving neutrality training (including neutrality in the use of social media)	350
Follow-up and interventions on access incidents are conducted to safeguard humanitarian space.	Percentage of cases where OSO intervention resulted in the safe passage of UNRWA staff, goods and services	60%
	Percentage of access incidents to which OSO teams are dispatched	10%

The OSO in the West Bank will uphold humanitarian principles, promoting awareness among all UNRWA staff while monitoring adherence to neutrality in UNRWA installations. In addition, Operations Support Officers (OSOs) will monitor the evolving humanitarian and security situation in the field, identifying and following up on issues related to humanitarian access while conducting quarterly neutrality inspections of all UNRWA installations, with any breaches being documented and followed up. This will ensure that refugees seeking Agency services have access to safe and protected neutral spaces. Trainings on neutrality and the appropriate

use of social media will also be conducted for UNRWA staff to ensure they act in accordance with this principle. OSOs will also engage in securing safe access for Agency staff, goods and services, thereby ensuring that UNRWA can deliver emergency assistance to Palestine refugees. Incidents, such as delayed or denied access at checkpoints that limit free movement, will be monitored and reported. When required, OSOs will be dispatched to negotiate safe passage. These incidents will be addressed through communication with the Israeli Civil Administration.

Event	Consequences	Mitigation / Coping Mechanisms	Monitoring
Hazards <ul style="list-style-type: none"> Escalated conflict in Gaza and the West Bank (local and regional in origin) lead to increased humanitarian vulnerability and possible interruptions to the provision of UNRWA services/assistance. Escalation and increase in IHL and IHL violations affect Palestine refugees and refugee camps. Collapse in reconciliation talks/processes lead to increased internal Palestinian division and greater instability in the oPt. Issues with the reestablishment of the National Consensus Government relating to public servants, the security apparatus and elections. 	<ul style="list-style-type: none"> Increased humanitarian needs among Palestine refugees. Increase in protection issues, violations of IHL/IHL, fatalities, injuries and people detained due to law enforcement operations or armed conflict. Tightened restrictions in the movement of people, goods and services in and out of the Gaza Strip and access restrictions in the West Bank, including East Jerusalem. 	<ul style="list-style-type: none"> The UNRWA Gaza Field Office (GFO) and West Bank Field Office (WBFO) have strengthened their emergency and rapid response capacity through the review and improvement of relevant systems. GFO continues to apply lessons from the 2014 hostilities towards revised emergency preparedness. A thoroughly reviewed emergency response manual and related SOPs will strengthen GFO-integrated management and coordination during an emergency. During 2013-2014, WBFO staff participated in emergency response training that focused on needs assessments, response plan preparation and the management of personal security in the field. There are plans to extend emergency response training in 2018. UNRWA can access existing logistical and administrative capacities during emergencies, thereby providing a surge capacity mechanism during a crisis. GFO and WBFO have minimum-preparedness steps in place, such as updated emergency supply lists, critical/essential staff lists and the ability to utilise the Agency's emergency staff roster. UNRWA coordinates with United Nations Country Team (UNCT)/United Nations Department of Security and Safety (UNDSS) to ensure maximum coverage and efficiency. Both GFO and WBFO actively participate in inter-agency simulations and emergency preparedness/response workshops. The UNRWA Department of Security and Risk Management works with UNDSS to closely and continuously monitor the political and security situation and allow, where possible, pre-emptive planning for escalations. Security briefings for incoming staff support conduct and behaviour that reduce risk, both for the individual and the Agency. 	<ul style="list-style-type: none"> Close monitoring of the political environment, trends analysis, tracking of protection incidents and early identification of factors that can trigger an escalation. Regular use of the Security Information Management System (SIMS), including the ongoing collection and coordination of security data through the UN Security Management Team and UN Security Cell. Daily media reviews.
	<ul style="list-style-type: none"> Service delivery to refugees is interrupted and/or service is not delivered to the most vulnerable. Not meeting expected results due to a reduction in donor assistance. Negative impact on the public perception of UNRWA. Threats to staff/service delivery. 	<ul style="list-style-type: none"> More effective resource mobilisation and advocacy. Regular donor briefings. Community outreach/communication. Resource rationalisation. Contingency planning. 	<ul style="list-style-type: none"> Engagement with the UNRWA External Relations and Communications Department (ERCD) to track income/pledges. Engagement with ERCD to diversify donors and donor income to the EA. Monitoring of service interruptions and refugee satisfaction and reactions.
Strategic <ul style="list-style-type: none"> Inadequate funding to meet increasing need. The suspension of dialogue, if sustained, could lead donors to reconsider long-term commitments. 			

Event	Consequences	Mitigation / Coping Mechanisms	Monitoring
Operational	<ul style="list-style-type: none"> Employee dissatisfaction as a result of perceived (or actual) emergency programme cutbacks, as well as dissatisfaction towards employment conditions. No clear separation between the responsibilities and authority of the National Consensus Government, the de facto authorities and armed groups. 	<ul style="list-style-type: none"> UN HQ and field office management have regular meetings with area staff unions to discuss specific issues of staff concern. In case of industrial action, GFO and WBFO are capable of relocating to remote locations with necessary support within 48 hours. Regular updates are provided to stakeholders (staff and institutional partners) to ensure a competent understanding of Agency reforms and structural reorganisation requirements. Constructive staff dialogue is promoted through consultations with supervisors, supervisees and human resource representatives. Access to, and use of, the staff portal and social media platforms for GFO and WBFO staff as a tool for effective staff communication. 	<ul style="list-style-type: none"> Monitoring/documenting key union issues and union messaging. Updates to donors on key developments affecting Agency operations. Periodic review of business continuity plans. Regular interaction and communication with the UNRWA Commissioner-General (CG) and Executive Office. Regular updates through communication with field office management. Periodic monitoring and review of staff survey results.
Financial	<ul style="list-style-type: none"> Donors reduce contributions. The financial viability of projects/programmes is compromised. Dissatisfaction among beneficiaries towards UNRWA due to a negative perception of UNRWA operations and potential cuts. 	<ul style="list-style-type: none"> Maintain up-to-date resource management practices, particularly the implementation of a comprehensive enterprise resource planning system. Conduct regular and periodic training in procurement and financial policies, procedures and guidelines for staff involved in expenditure and procurement processes. UNRWA systems are monitored and audited to identify and correct operational and financial risks. Continued bilateral and ad-hoc engagement with donors by ERCD to elaborate on the necessity of and benefits associated with continued financial support. 	<ul style="list-style-type: none"> Monthly meetings in GFO and WBFO with their Projects Offices, EA Finance Units, directors and deputy directors to review trends, consider challenges and identify solutions. Quarterly RBM of the effectiveness of EA programme implementation, enacting timely corrections if deviation from budgets / plans are detected. In consultation with ERCD, periodic communication with the donor community on the status of funding and critical needs.
Sociopolitical	<ul style="list-style-type: none"> Death or injury of refugees accessing UNRWA services/ staff. Donors reduce financial support. Reputation of UNRWA as a non-neutral actor creates mistrust among partners and beneficiaries. Incursions in UNRWA installations create general insecurity in the refugee community. 	<ul style="list-style-type: none"> In the case of a neutrality breach in an UNRWA installation by third parties (e.g. incursions), GFO and WBFO have reporting procedures in place through the OSO. Incidents are protested in writing to the relevant interlocutors. Controls are in place to ensure all equipment is present and accounted for in order to protect against the misuse of UNRWA assets for criminal, political or military activity. In addition, a car log system protects against theft/misuse of Agency vehicles. Staff outreach through communications, annual/biannual presentations and workshops on neutrality/ access/protection. OSOs in WBFO and GFO play a key role in safeguarding neutrality. Proper inductions are provided for newly hired staff that include training on UN privileges and immunities and humanitarian principles, including neutrality. Allegations concerning neutrality breaches are investigated and disciplinary action is engaged where the facts warrant. Interventions with key interlocutors, sometimes jointly with other UN agencies, as appropriate. 	<ul style="list-style-type: none"> Tracking and analysis of neutrality violations in UNRWA installations. An updated record of staff members trained on humanitarian principles, including neutrality, is kept. Media analysis and follow-up. Regular donor contact. Results of internal surveys and evaluations from non-UNRWA sources. Staff expectations recorded as part of EA programme design. Media analysis. SIMS reporting on incidents and complaints.

Sociopolitical (Continued)

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| <ul style="list-style-type: none"> • Unstable/unfavorable community relationships. • Obstruction of service delivery to beneficiaries. • Exposure of UNRWA staff to threats and compromising situations. • Mistrust towards UNRWA among Palestine refugees who do not receive the expected support. | <ul style="list-style-type: none"> • Updated and implemented communications plans include regular meetings with beneficiaries, GFO and WBFO Area Staff Unions, CSCs and the State of Palestine. • Feedback is sought and stakeholder concerns are addressed. Transparency is improved through stronger community-level engagement. • The WBFO emergency unit opened a hotline to enable refugees to enquire about their poverty status and eligibility for CfW and/or food vouchers and to request household visits for new applications and updates. This improves transparency and has reduced frustration, especially at the camp level. It also limits the extent to which camp service officers and other front-line staff are exposed to/deal with complaints regarding emergency assistance. • GFO and WBFO conducted protection audits in 2017 to ensure UNRWA services are delivered in a way that ensures the dignity and protection of beneficiaries is upheld and staff security is strengthened. • GFO Monitoring and Evaluation Unit conducts independent beneficiary satisfaction surveys that both increase management awareness of areas of discontent among target groups and improves effectiveness and targeting. • The GFO and WBFO OSO team maintains regular contact with beneficiaries, explaining their service access rights and the reasons for any necessary service cuts. • The GFO-reformed PAS enables the Field Office to refine poverty-targeting to identify Gaza's poorest and most marginalised families. The new PAS is more rapid, accurate and fair and includes a robust appeal mechanism. • Information collected from beneficiaries is fed back to senior management in order that their expectations can be positively managed. • UNRWA TV is utilised through Director of UNRWA Operations/CG/Deputy Commissioner-General (DCG) programmes on broad issues that also seek to respond to refugee questions. • Field security management and monitoring is ensured through coordination and links with UNDSS. • GFO increased outreach efforts through Communications with Communities programming that provides refugees greater access to information on UNRWA activities, service access rights and rationale for the distribution of available funds, while also ensuring refugees' voices are heard and taken into account in decision-making processes related to the provision of humanitarian services. • GFO regular meetings with Palestinian Refugee Committees |
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Risks Specific to GFO

Event	Consequences	Mitigation/Coping Mechanisms	Monitoring
Sociopolitical			
<ul style="list-style-type: none"> Restrictions imposed by Israeli authorities on access for UNRWA supplies to Gaza. 	<ul style="list-style-type: none"> Implementation of UNRWA projects is significantly delayed or is ceased due to limited equipment and supplies. 	<ul style="list-style-type: none"> Procurement, coordination and logistics processes are flexible and quickly adapted to increased import barriers in order to minimize the impact of delays in the receipt of commodities. Timelines for procurement processes and delivery take into consideration unforeseen delays in order to minimize final delivery and distribution delays. Whenever necessary, UNRWA undertakes steps that see the Israeli authorities allow unhindered humanitarian relief into Gaza. Support is sought from the international community and donors to use their position to advocate for the unhindered access of humanitarian assistance into Gaza. As part of preparedness and business continuity planning, predetermined stock levels of essential items are maintained. 	<ul style="list-style-type: none"> Clear external reporting on the impact of access barriers on programme delivery. Regular communication with the Israeli authorities. Analysis of incidents and trends. Monitoring the environment to identify events that could result in more restrictions on the movement of goods between Gaza and Israel. Monitoring of the media and dialogue with local economic actors.
<ul style="list-style-type: none"> Political interference in UNRWA activities. 	<ul style="list-style-type: none"> Delays in the implementation of activities, with possible cancellations. 	<ul style="list-style-type: none"> The humanitarian purpose and neutrality of UNRWA interventions are highlighted to stakeholders. Open communication channels with stakeholders who advocate for the Agency's humanitarian mandate. Close observance of, and constant reminders provided on the UNRWA mandate and scope of work. Reporting mechanisms from all programmes and installations to inform on incidents of interference in UNRWA activities. Briefings and inductions with new staff and regular review/reminders with all staff on the humanitarian purpose of UNRWA interventions. 	<ul style="list-style-type: none"> Recording and analyzing incidents. Maintain regular contacts with key stakeholders, including donors. Depending on the case, and if required, public communication is undertaken.
<ul style="list-style-type: none"> Collapse in unity talks between Hamas and Fatah, worsening the political divide. 	<ul style="list-style-type: none"> Possible escalation of violence and conflict in Gaza due to increased internal divisions. Further tightening of restrictions in the movement of people, goods and services in and out of the Gaza Strip. Deterioration of socioeconomic conditions among refugees in Gaza resulting in increased pressure on UNRWA and humanitarian actors. 	<ul style="list-style-type: none"> In coordination with UNDSS, close monitoring of the political and security situation to strengthen contingency planning and, where possible, pre-emptive planning for escalations is undertaken. Continued coordination with the UNCT/UNDSS to ensure maximum coverage and efficiency. UNRWA can access existing logistical and administrative capacities during emergencies, thereby providing a surge capacity mechanism during a crisis. 	<ul style="list-style-type: none"> Collaborate with other humanitarian partners in monitoring the political environment and in the early identification of factors that can trigger an escalation. Regular use of the SIMS, including the ongoing collection and coordination of security data through the UN Security Management Team. Daily media reviews.
Financial			
<ul style="list-style-type: none"> Decline in purchasing power and persistent high unemployment rates and rising food prices in local markets. 	<ul style="list-style-type: none"> Increased Palestine refugee needs. Market volatility obliges the Agency to reduce the scope of activities or adjust the number of beneficiaries. 	<ul style="list-style-type: none"> Implementation of reforms designed to improve efficiency in beneficiary targeting where only the abject or absolute poor are identified. UNRWA has moved from a status to a poverty-based targeting system, with beneficiaries in Gaza targeted solely through a proxy-means benchmarking mechanism in line with international best practice. Through the PAS, the Agency conducts a large-scale reassessment process for its food assistance caseload to best capture and respond to the needs of families coping with unexpected shocks that affect their ability to meet basic caloric requirements. Strengthened/planned procurement processes ensure the better anticipation of requirements and thus lower prices. 	<ul style="list-style-type: none"> Monthly price monitoring system (collection of prices for key food commodities). Socioeconomic analysis carried out by the UNRWA Planning and Programme Support Unit using PCBS data on the labour force, national accounts, poverty and prices, as well as other primary and secondary sources. Information provided by other humanitarian actors.

Financial (Continued)			
<ul style="list-style-type: none"> Disruption to the effective functioning of the GRM. 	<ul style="list-style-type: none"> Increased monitoring/implementation costs for UNRWA. Increased/ongoing TSCA caseload. Public frustration over stalled recovery/reconstruction. 	<ul style="list-style-type: none"> Enhanced efforts to secure funding for self-help repair/reconstruction. Possible use of contracted construction to meet shelter needs. 	<ul style="list-style-type: none"> Monthly shelter tracker, engagement with GRM stakeholders.
Environmental			
<ul style="list-style-type: none"> Worsening of environmental problems due to the energy crisis. 	<ul style="list-style-type: none"> Water crisis becomes irreversible (Gaza 2020). Steps taken by international actors do not equally benefit refugees. Families use makeshift power solutions that put them at risk. 	<ul style="list-style-type: none"> Increased focus on and investment in environmentally sustainable solutions (e.g. desalination plants, solar panels). Prevention measures, such as those to counter flooding. Advocacy and engagement of local and international stakeholders on solutions around the crisis. 	<ul style="list-style-type: none"> UNRWA internal installation report. Information provided by other humanitarian actors.

Risks Specific to WBFO

Event	Consequences	Mitigation/Coping Mechanisms	Monitoring
Programmatic			
<ul style="list-style-type: none"> Further economic deterioration in the West Bank and a decline in purchasing power due to high unemployment rates and rising food prices in global and local markets. Increased IHL and IHRL violations affecting Palestine refugees and refugee camps. Fiduciary risks in operational implementation. 	<ul style="list-style-type: none"> Increased food insecurity among Palestine refugees. Difficulties in meeting humanitarian needs due to less purchasing power, decreasing funds and growing numbers in need. Increased protection threats, humanitarian need and reliance on humanitarian assistance. Increased tension and frustration of refugees in the West Bank in the event of service cuts. 	<ul style="list-style-type: none"> Strategy developed/being implemented to move beneficiaries from dependence on aid towards economic empowerment through more sustainable programming and an emphasis on livelihoods and self-reliance. A more diversified and effective food security programme was implemented in 2014 (to date) to ensure cost-efficiency and a comprehensive response based on priority needs. This includes the introduction of electronic food vouchers for food-insecure refugees living outside camps. Improved targeting capacity and improvement of proxy-means testing data for food-insecure/vulnerable households, ensuring the most vulnerable are always assisted first. 	<ul style="list-style-type: none"> Quarterly monitoring of each project/programme through the UNRWA RBM system. Economic, household and labour market analysis conducted by UNRWA or other actors. Following trends and discussions through active participation of WBFO in the Food Security Sector and Food Security Analysis Unit.
Strategic			
<ul style="list-style-type: none"> Failure to respond to the needs of refugees to improve their conditions / further build their resilience. 	<ul style="list-style-type: none"> Limited impact of UNRWA services on the immediate needs of Palestine refugees and limited contribution to resilience. 	<ul style="list-style-type: none"> UNRWA Quarterly Management Reviews and semi-annual Results Reviews are in place to periodically monitor programme implementation progress. 	<ul style="list-style-type: none"> Quarterly monitoring of each project/programme through the UNRWA RBM system. Review through EA reporting mechanisms.
Sociopolitical			
<ul style="list-style-type: none"> Practices of and rules imposed by the Israeli authorities related to the occupation affect the ability of UNRWA to effectively implement emergency programming in Area C, including in closed military areas. Political tensions and dialogue are affected due to the negative perception of a perceived or actual reduction in UNRWA services. 	<ul style="list-style-type: none"> Disruptions in service provision / the ability of UNRWA staff to deliver services. Obstruction of donor-funded structures in Area C due to the lack of building permits. 	<ul style="list-style-type: none"> WBFO liaises with the Israeli authorities on access/protection issues through OSOs. In some instances, issues are raised at the level of the UNRWA DCG or CG with Israeli counterparts, at times jointly with other UN agencies. Specific programme teams implement activities in Area C, including in closed military areas, on a regular basis and ensure monitoring and feedback loops. UNRWA has adopted the Humanitarian Country Team Area C Framework Policy. 	<ul style="list-style-type: none"> Daily access monitoring through the UNRWA Radio Room. Documentation and reporting of access incidents. Monitoring and follow-up through the International Protection Working Group and inter-agency forums, e.g. UNCT.

endnotes

1. Please see the infographic on p. 7 for further Gaza overview information.
2. United Nations Development Programme (UNDP), *Three Years After the 2014 Gaza Hostilities - Beyond Survival: Challenges to Economic Recovery and Long-Term Development* (May 2017).
3. International Monetary Fund (IMF), *Report to the Ad Hoc Liaison Committee, May 2017*, <http://documents.worldbank.org/curated/en/509131493126715531/pdf/114551-REVISED-may-8-vol-1-May-2017-AHLC-World-Bank-Report-May8.pdf>.
4. Food Security Cluster Meeting (17/05/2017) and the United Nations Office for the Coordination of Humanitarian Affairs (OCHA) Monthly Humanitarian Bulletin, August 2017. <https://www.ochaopt.org/content/monthly-humanitarian-bulletin-august-2017>.
5. OCHA. *Gaza Crisis, early warning indicators, August 2017*. <https://www.ochaopt.org/content/gaza-crisis-early-warning-indicators-august-2017>.
6. Ibid.
7. Ibid. For example, the waiting time for non-elective surgery at Shifa Hospital increased from five months in January 2017 to 14 months in August 2017.
8. Please note that in real terms, the average private-sector wage in Gaza decreased by over 30 per cent between 2006 and 2016. A considerable loss in purchasing power means that employment does not protect individuals from poverty and food insecurity. In Q3 2017, 73.2 per cent of those employed in the private sector in Gaza received less than the minimum wage in the State of Palestine (1,450 NIS). Please see, PCBS, *Press Release on the Results of the Labour Force Survey Third Quarter (July–September, 2017)*, <http://www.pcbs.gov.ps/site/512/default.aspx?lang=en&ItemID=2904>. Please also note that food insecurity in Gaza is primarily caused by a lack of economic access to food, rather than through the unavailability of food in the marketplace.
9. PCBS, *Press Release on the Results of the Labour Force Survey Third Quarter (July–September, 2017)*, <http://www.pcbs.gov.ps/site/512/default.aspx?lang=en&ItemID=2904>.
10. PCBS, *Press Release, Preliminary Estimates of Quarterly National Accounts Q2 2017, September 2017*, http://www.pcbs.gov.ps/portals/pcbs/PressRelease/Press_En_28-9-2017-NA-en.pdf.
11. Supra, note 3.
12. UNRWA shelter report, September 2017.
13. A May 2017 UNRWA study assessed the psychosocial well-being of 2,262 adult refugees attending 15 health centres (HCs) and a further 3,142 refugee students attending 45 UNRWA elementary and preparatory schools. The study found a high level of psychosocial stress among both adults and students with almost one half of the former (48.9 per cent) experiencing poor well-being (63 per cent of those cases warranting further screening for depression) and 30 per cent of the latter experiencing serious psychosocial difficulties.
14. Please see the infographic on p. 18 for further overview information.
15. See International Court of Justice, *Advisory Opinion on the Legal Consequences of the Construction of a Wall in the Occupied Palestinian Territory*, 9 July 2004; Security Council Resolution 2334, adopted 23 December 2016; UN General Assembly Resolution 72/86, *Israeli settlements in the Occupied Palestinian Territory, including East Jerusalem, and the occupied Syrian Golan*, adopted 7 December 2017.
16. The E1 settlement area refers to settlement expansion plans within rural parts of Area C within the West Bank, placing 46+ Bedouin and herder communities at risk of forcible transfer, contrary to IHL. *Report of the Secretary-General on Israeli settlement in the oPt, including East Jerusalem, and in the Occupied Syrian Golan*, A/HRC/31/43, 20 January 2016, para. 55-56.
17. OCHA, *Protection of Civilians*, Weekly report 7- 20 February 2017.
18. UNRWA briefing note, *Children in Distress: Raising the alarm for 2016 and beyond*, 2016. See also, OCHA, *Protection of Civilians*, Weekly report, 21 February - 6 March 2017.
19. OCHA Humanitarian Needs Overview, 2018 (awaiting final publication).

20. UNRWA WBFO OSO database.
21. PCBS Labour Force Survey, Q1-3 2017 data.
22. Socioeconomic Food Security Survey (SEFSec) 2016 (WFP/PCBS).
23. WFP survey conducted in 2016 for the joint WFP/UNRWA food distribution programme that serves Bedouin communities in Area C and East Jerusalem.
24. The United Nations, for statistical purposes, defines 'youth', as persons between the ages of 15 and 24 years, without prejudice to other definitions by Member States. This definition was developed during preparations for the International Youth Year (1985) and has been endorsed by the General Assembly (see A/36/215 and resolution 36/28, 1981).
25. In Gaza, the EA budget under emergency food assistance is US\$ 101,916 higher than the amount listed within the Humanitarian Programme Cycle (HPC) funding requirement for 2018. This is because UNRWA plans to conduct a study on cash-based assistance under the EA, something that falls outside of the scope of the HPC.
26. In the West Bank, the EA budget for emergency food assistance is US\$ 15.5 million higher than the amount listed within the HPC funding requirement for 2018. This is because the full breadth of refugees' humanitarian needs could not be reflected in the HPC. UNRWA appeals separately through this EA as refugees residing outside camps continue to need assistance due to high food insecurity levels caused by the protracted crisis and restrictions on access to food. Bedouin refugees in Area C of the West Bank are particularly affected in this regard.
27. In Gaza, the budget under emergency health is US\$ 600,000 higher than the 2018 funding requirement under the HPC as staff costs are not eligible under the HPC.
28. In Gaza, the EA budget under emergency environmental health is US\$ 3.6 million lower than the amount listed within the HPC WASH funding requirement for 2018. This is because, under a proposal from the WASH cluster, an additional request was included in the HPC to cover the fuel costs for Ministry of Health hospitals.
29. In Gaza, the EA budget under emergency shelter assistance is US\$ 119.3 million higher than the amount listed within the HPC funding requirement for 2018. This is because the full breadth of refugees' humanitarian repair caseload needs could not be reflected in the HPC.
30. The HPC coordination and management budget exceeds the EA coordination and management budget in Gaza by US\$ 1.9 million as the former includes the safety and security and emergency preparedness budget lines, whereas the EA includes safety and security and emergency preparedness under separate budget lines.
31. As a general reference, please see the *UNRWA Gender Equality Strategy (2016-2021)*, accessible through, https://www.unrwa.org/sites/default/files/content/resources/gender_equality_strategy_2016-2021.pdf.
32. According to UNRWA data collected in 2017, families are increasingly transitioning from absolute to abject poverty.
33. OCHA, Gaza: People with disabilities are disproportionately affected by the energy and salary crisis in Gaza. September 2017. <https://www.ochaopt.org/content/gaza-people-disabilities-disproportionately-affected-energy-and-salary-crisis>.
34. For new entrants along with students in grades one, four and seven.
35. Please see <https://www.unrwa.org/what-we-do/education-emergencies>.
36. OCHA, WASH cluster.
37. UNRWA will also provide NFIs including plastic sheets, blankets, mattresses and other items to assist in supporting the shelter needs of at least 5,000 families.
38. The gap between the number of female and male employment positions reflects the reality that women traditionally do not apply for warehouse labourer and guard posts (approximately 400 positions).
39. The UNRWA Crisis Intervention Model, further described below, makes cash assistance and referrals available to families affected by incidents of armed conflict.
40. Stable accommodation refers to those assisted who report that they believe they will be able to remain in their current accommodation for up to 12 months after the protection incident (e.g. military operation, settler violence and/or demolition).

41. The level of cash assistance provided to affected households follows a vulnerability assessment that considers various factors, including family size, social assets and household members in need of particular attention (e.g. pregnant women, persons with disabilities and/or those with health, including mental health, concerns).
42. Summary by the Secretary-General of the report of the United Nations Headquarters Board of Inquiry into certain incidents that occurred in the Gaza Strip between 8 July 2014 and 26 August 2014, UN Doc. S/2015/287, paragraph 98c.
43. Costs will be shared between this Appeal and the Syria Regional Crisis Emergency Appeal.
44. Materials/products/technologies normally used for civilian purposes that, according to the Israeli authorities, may have military applications. These materials are only permitted to enter Gaza for approved projects implemented by international organizations and, since October 2014, under the GRM. See UNSCO, GRM Factsheet, <http://www.unsco.org/Gaza%20Reconstruction%20Mechanism%20Fact%20Sheet%209%20October%202014.pdf>.



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